

RESUME PREPARATION GUIDE



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Getting started

Before you begin to create your resume, it's important to know what a resume is, why you need one, and how you can create a document that is best for you.

What is a resume?

A resume is an essential job-searching document that summarizes your relevant education, experience, skills, and activities. It is a marketing tool that allows you to showcase your best, most qualified self to an employer.

Are there different types of resumes?

There are two main types of resumes: chronological and functional. Most college students benefit most from using the chronological style resume. This resume style focuses on your education and experience in reverse chronological order—with your current or most recent experiences listed first. If you are a post-traditional student who is changing careers, or if you have significant gaps in your employment history, a functional resume may be a better option for you. The functional style resume focuses on your skill sets and de-emphasizes your chronological work history. If you have questions about which format may be the most effective choice for you, speak to a career advisor in our office.

Is there a perfect resume?

Yes and no! We want you to strive for perfection with your own resume. You should take the time to create a resume that includes relevant and appropriate information in a succinct, visually-appealing format, that is free from all errors. However, the perfect resume for one person may not be the perfect resume for someone else. This guide will help you understand appropriate categories of information to include in your resume, give you ideas of attractive ways to format your resume, and show you examples of finished resumes. Customizing your resume is the best way to make yourself shine!

Should I use a resume template?

No! There are many reasons why it is best to create your own resume using a blank Microsoft Word document rather than a template. Template resumes frequently suggest categories and organizational styles that are not ideal for students; they can be troublesome when applying for positions online or using applicant tracking systems; and they can leave the employer with a negative impression, as it may show that you lack initiative or imagination. Also, avoid using tables when creating your resume, as these can create problems when editing and applying online.

Resume components

Understanding common resume components, or categories of information, is the first step in creating an effective resume.

Basic components

Contact Information

Objective

Education

Experience

Optional components

Summary/Qualifications

Honors/Awards

Volunteer Experience

Leadership Experience

Involvement/Activities

Skills

Certifications/Licensure

Related Courses

Co-op/Internship Experience

Research

Military Experience

Memberships/Affiliations

Which components should I include?

As you review the component options above, think about your own experiences. Do you have a job? Have you volunteered? Are you active in clubs or organizations on campus? Do you participate in team sports? Are you learning skills in your classes that relate to your career field? Have you been recognized for an achievement?

All of these things can be included on your resume and can help to demonstrate to an employer the skills, qualities, and strengths that you would bring to their company or organization.



TIPS: As you begin writing your resume, it is a good idea to consider all the things you could potentially include on your resume; however, you may not need to include everything. Keep in mind that your resume is a summary and should be one-to-two typed pages. If you have limited experience, try to think of ways to fill the page. If you have numerous jobs, activities, and experiences, you may not be able to include them all. Focus on the most relevant and related information first, then fill in with additional information as needed to round out your resume.

Objective

The objective lets an employer know the type of opportunities you are currently seeking and sets the tone for the rest of your resume. Are you interested in a part-time summer position that allows you to work with children? Are you looking for an accounting internship? Are you hoping to gain experience in the field of information technology? Your objective statement relays this information in a brief, succinct way.

What should I say in the objective statement?

There are three main focus areas of objective statements: position, field, and skills. You can opt to use any of these approaches, or you can use a combination of them.

Below are examples of each:

Position:

A nursing assistant position with St. Elizabeth Hospital.

Field:

To obtain a position in the field of biochemistry.

Skill/Field Combination:

Seeking a summer position that allows me to use my creativity and problem-solving skills, ideally in a nonprofit setting.

Are there alternatives to objectives?

Objective statements work well for most students; however, if you are a seasoned professional with years of work experience, you may find it more beneficial to opt for a Professional Summary section instead. This component would include a brief, two-to-three sentence paragraph, highlighting your professional background and experience. Additionally, you can include key words or skills that are sought after in your field to further demonstrate the strengths you bring to the table. (An example of a professional summary can be found in resume Example #10.)



TIPS: Your objective should be tailored to match the position you are currently seeking, especially if you use the position-specific style of objective.

Will you be taking your resume to a career fair or networking event? Try the field-focused objective style, which is broader and will allow you to seek a wider range of opportunities.

Education

As a college student, one of the most important components of your resume is the education section. Even if you haven't earned your degree at this point, employers want to know what you are learning and what degree you are seeking.

What information should be included?

In this section, you will highlight your educational experiences, including your current school name and location, degree you are seeking, major(s) and minor(s), and expected graduation date. You may also include your GPA, either cumulative or within your major, if it is 3.0 or higher. Other optional content includes related coursework; study abroad experiences; academic honors, awards, or scholarships; and other noteworthy academic achievements.

Below is an example:

EDUCATION

Northern Kentucky University, Highland Heights, KY
Bachelor of Arts in Organizational Leadership, May 20XX
Minors in Spanish and Honors
GPA: 3.7/4.0

Should I include high school?

If you are a college junior or senior, or beyond, you will no longer need to include your high school information in the Education section. If you are in your first two years of college, you have the option of including your high school information. Keep in mind that you will be listing information on your resume in reverse chronological order, so list your current educational experience first, followed by previous schools.

What if I have relevant trainings or certifications?

The education section of your resume is typically reserved for diplomas and degrees, but may also be an appropriate place for undergraduate or graduate certifications relating to your degree. If you have multiple career-related trainings and certifications (e.g., OSHA, CPR, Six Sigma, etc.) they may work best in a separate *Training and Certifications* category.



TIP: Including transfer schools and other earned degrees on your resume is optional. Speak with a Career Advisor if you are unsure about what to include.

Experience

The experience section is a crucial building block of your resume. This is your chance to demonstrate to an employer the skills, abilities, and knowledge you will bring to their organization.

Should I only include paid work experience?

No! The experience section is broad enough to include paid and unpaid positions. Examples include volunteer work, research experiences, significant class projects, leadership roles within a campus organization, internships/co-ops, etc. As you are building your experience section, you should consider all the various ways you have gained experience, especially experiences related to the jobs you are applying for.

What information should I include?

You should include the name and location of your employer, your job title/role, and the month and year of the start and end dates for the experience. If an experience is ongoing, use *to present* instead of an end date. You should also include a brief summary of the experience, ideally listed in bullet point format. Your summary statements should include information that is relevant and relatable, demonstrates transferrable skills and abilities, and highlights unique accomplishments.

Below is an example:

EXPERIENCE

University Housing, Northern Kentucky University, Highland Heights, KY
Resident Assistant, Aug. 20XX-Present

- Develop and implement workshop series for 50 residents
- Plan, budget, and promote social events for residents
- Received Best Educational Program award for 20XX



TIPS: Avoid “I” statements in your experience descriptions. Start each bullet point with an action verb, and vary your verb choice for maximum impact. (See a list of action verbs on page 10 of this guide.)

If you are describing an experience that has ended, write the description in past-tense. If the experience is ongoing, write the description in present-tense.

Periods at the end of bullet points are optional, but if you choose to include them, be consistent in their usage.

Customizing your Experience section

For some people, listing all of their experiences in one section, in reverse chronological order, works well. For others, there are better approaches to showcase relevant skills and experiences.

What if some of my experiences are more relevant than others?

You can break out of the reverse chronological order format by creating two separate experience sections in your resume. List the most relevant experience(s) first, followed by additional experiences. For example, if you had a summer internship last year that was related to your major, but you currently work a part-time job that is not related to your career goals, you should first create an *Internship* category, where you can include your internship information, followed by an *Additional Experience* category, where you describe your other experiences.

Below is an example for someone looking to work in a nonprofit:

CAREER-RELATED EXPERIENCE

Volunteer Training Intern, Summer 2015

American Red Cross, Cincinnati, OH

- Taught and developed Community Disaster Education.
- Recruited and trained volunteers.
- Helped organize response teams for local and national disasters.

ADDITIONAL EXPERIENCE

Bank Teller, Mar. 2016-present

Stock Yards Bank, Highland Heights, KY

- Handle and reconcile daily cash drawer; process credit card applications.



TIP: Consider how you can best customize your own experiences through the use of separate experience categories. Are you heavily involved in campus organizations? You could create a *Leadership Experience* category. Does your major involve significant projects? You might try a *Projects* category. You can also classify the type of work experience you have, such as *Sales Experience*, *Teaching Experience*, *Healthcare Experience*, etc. Other category options include *Employment*, *Work Experience*, and *Other Experience*. See our examples at the end of this guide for more ideas.

Additional components

There are many additional categories of information that you can add to your resume to showcase the unique blend of skills and experiences you bring to an employer.

Honors/Awards

Academic honors can be included within your education section, but if you have numerous honors and awards to mention, or if you want to bring special attention to them, creating an *Honors and Awards* category may be appropriate. Keep in mind to focus on college awards and honors, as opposed to those earned in high school.

Activities/Involvement

This section can include memberships in clubs, organizations, Greek life, athletic teams, etc. If you have simply been a member of an organization, you can provide minimal information, such as organization name and date of membership. (See resume Example # 2.) If, however, you have held leadership roles within organizations, it is recommended to include that information. (See resume Example # 9.) If your experience has been extensive, or if it is related to your career goals, you can include summary statements much like those included in your experience section to describe your experiences. (See resume Example # 3.)

Skills

You are gaining many wonderful skills during your college career, but do you need a separate skills section to list them? Maybe not. If you have technical skills, foreign language skills, and/or job-specific skills, including them in a skills section on your resume is appropriate. (See resume Examples # 1, 3, 4, and 6.) For non-technical skills, we encourage you to incorporate relevant skills into your experience descriptions, and to avoid lists of “soft skills” such as communication, organization, and people skills.



TIPS: You don't want to overwhelm an employer with pages of activities, awards, and honors. If you have been highly involved, it will be important for you to select a few key experiences, awards, etc. We know this can be a challenging process, but it can help to focus on these criteria: relevance and time. If an activity is valued by your employer or can help demonstrate your skills in a particular area, great! If you were involved in a club for an extended period of time, that may be worth mentioning. If you are thinking of adding something that is not relevant or happened a long time ago, it may be best to reconsider.

Also be cautious about including sensitive items relating to religious organizations, political groups, etc.

References

Most employers will ask you for a list of references during the hiring process. References are individuals who know you well enough to speak positively about your skills, attributes, and qualifications.

Should I include my references on my resume?

No, you will not add a list of references at the bottom of your resume. Instead, you will create a separate References page, which includes your name and contact information at the top in the same style as your resume, followed by the names and contact information of your references. (See Example #8 for an example References page.)

Including the “References available upon request” phrase at the bottom of your resume is optional. It is understood that you will provide this information to the employer when asked.

How many references do I need?

Some employers will request a specific number of references, but a good general guideline is three to five references.

Can anyone serve as a reference?

References usually fall into one of two categories: personal or professional. Unless an employer asks for personal (or character) references, they are most likely seeking professional references. Try to select references who have worked with you, supervised you, instructed you, etc. The reference needs to be able to speak to your work and/or classroom behaviors, such as work ethic, strengths, and personal traits. For these reasons, managers and supervisors of work or volunteer experiences are appropriate, as are faculty members. You should avoid using family members as references.



TIPS: You should always ask a person’s permission before using him or her as a reference, and you should determine that the person will be able to give a positive and informative reference. Not only is this a common courtesy, but it works in your favor as well. While asking someone to serve as a reference for you, you have the opportunity to update that person on your major, current employment pursuits, etc.

Give your references a copy of your finished resume.

If you are hired for a position, it is nice to thank your references and update them on your successes.

Layout and formatting

The visual appeal of your resume can be just as important as the content you include. Take care to consider the style, layout, and readability of your document.

Layout and use of space

Consider this: how reader-friendly is your finished resume? Will an employer be able to quickly skim the information and identify your qualifications? Is it easy to see where one component ends and another begins? Make your category headings pop; use bullet point statements rather than paragraphs; leave some white space on the page; don't overcrowd your text and leave a half-inch to one-inch margin all around the page.

Fonts, highlights, and emphasis

There is no perfect resume font, but choose a font that is easy to read and not distracting. Font size for your resume should be between 10 and 12 points, with your name slightly larger. Use of all-caps, boldface type, italics, and underlines can really make pertinent information stand out, but be careful not to overuse these and to apply these styles consistently.

Style

Most students should take a conservative, traditional approach to their resume, avoiding color, graphics, and bold layout choices. However, if you are entering a creative or design-focused career field, you may be able to take more risks with your resume to demonstrate your artistic skills.

Consistency and errors

Consistency in your resume is very important. Use a consistent font, make consistent design and layout choices, and be consistent in the writing of your resume. For example, if you choose to underline one job title, you will need to underline all your job titles. If you choose to put a dividing line between two categories, you will want to include the same line between all categories. Even details as small as date formats and state abbreviations matter, so pay very close attention to those details!



TIPS: Errors are not acceptable in your resume, so be sure to have your document proofread by Career Services or someone else you trust. Career Services offers resume reviews by email or by appointment. Send your resume to ResumeHelp@nku.edu for feedback or contact us for an appointment.

If you are a student, be sure to upload your finished resume to Handshake so employers can find you. Visit nku.edu/careerservices for additional information on Handshake.

Action Words

accelerated	cultivated	headed	performed	sold
accomplished	decreased	helped	pinpointed	solved
achieved	defined	hired	pioneered	sorted
acquired	delegated	identified	planned	specified
activated	delivered	implemented	prepared	sponsored
adapted	demonstrated	improved	presented	streamlined
administered	designated	improvised	prevented	strengthened
advanced	designed	increased	processed	stretched
advised	determined	influenced	procured	suggested
allocated	developed	initiated	produced	summarized
analyzed	devised	inspected	programmed	supervised
anticipated	directed	inspired	projected	supported
applied	discharged	installed	promoted	surpassed
appointed	discovered	instituted	proposed	surveyed
appraised	distributed	instructed	proved	sustained
approved	documented	integrated	provided	taught
arranged	doubled	interpreted	published	tested
assessed	earned	interviewed	purchased	trained
assisted	edited	introduced	realized	transferred
assigned	effected	invented	recommended	transformed
attained	eliminated	invested	reconciled	translated
audited	employed	investigated	recruited	trimmed
augmented	enforced	launched	redesigned	tripled
averted	engineered	lectured	reduced	uncovered
avoided	established	led	re-established	undertook
broadened	estimated	liquidated	regulated	unified
built	evaluated	located	reinforced	utilized
calculated	examined	made	rejected	verified
centralized	exceeded	maintained	related	vitalized
clarified	executed	managed	renegotiated	widened
collaborated	exercised	marketed	reorganized	won
combined	expanded	mediated	reported	worked
completed	expedited	minimized	represented	wrote
composed	extended	mobilized	researched	
conceived	extracted	modernized	resolved	
concluded	facilitated	modified	restored	
condensed	financed	monitored	reviewed	
conducted	forecasted	motivated	revived	
consolidated	formed	negotiated	saved	
constructed	formulated	obtained	scheduled	
consulted	found	operated	secured	
contracted	founded	ordered	selected	
contributed	framed	organized	served	
controlled	fulfilled	originated	set up	
converted	generated	overcame	settled	
coordinated	guided	overhauled	shaped	
corrected	halved	oversaw	showed	
created	handled	participated	simplified	

Example #1**Erica Norse**

85 Nunn Dr. | Highland Heights, KY 41099 | 859-555-1212 | norsee1@nku.edu

OBJECTIVE

An entry-level position in sales utilizing leadership, communication, and interpersonal skills.

EDUCATION

Bachelor of Science, Northern Kentucky University, Highland Heights, KY, December 20XX
Major: Psychology Minor: Marketing Cumulative GPA: 3.2/4.0

Related Courses

Consumer Behavior	Social Psychology	Principles of Professional Selling
Principles of Marketing	Consumer Insights	Industrial/Organizational Psychology

SALES EXPERIENCE

Dillard's, Crestview Hills, KY

Sales Associate, Juniors Department, Summers 20XX and 20XX

- Promoted from stock clerk after six weeks
- Assisted customers in selecting merchandise and making purchases
- Prepared daily sales summaries and monthly inventory reports
- Trained, scheduled, and supervised three stock clerks

Starbucks, Florence, KY

Barista, Spring 20XX

- Organized merchandise throughout shop and customer serving areas
- Communicated with and assisted customers with beverage and bean choices
- Prepared and served orders efficiently and accurately

OTHER WORK EXPERIENCE

University Housing, Northern Kentucky University, Highland Heights, KY

Resident Assistant, Fall 20XX-Present

- Develop and implement workshop series for residents
- Plan, budget, and promote social events for residents

Office of Student Financial Assistance, Northern Kentucky University, Highland Heights, KY

Student Assistant, School years 20XX-XX

- Entered data into computer database and performed various clerical duties

ACTIVITIES

Marketing Club
Psychology Club/Psi Chi
Intramural Soccer and Softball

SKILLS

Excel and Access; proficient in German

Example #2**Victor A. Viking**

123 N. Ft. Thomas Ave.
Ft. Thomas, KY 41075
(859) 555-7890
vikingv1@nku.edu

Career Objective

A Laboratory Research Assistant position at Cincinnati Children's Hospital Medical Center.

Qualifications

- Excelled in coursework in genetics, cell biology, and molecular biology as well as biochemistry and organic chemistry.
- Skilled in the use of gel electrophoresis, electron and dissecting microscopes, pH meters digital and manual scales, chemical fume hoods, and fluorescence spectrometers.
- Extensive laboratory experience includes: slide preparation, lighting and magnification, and both oil/non-oil viewing of slides as well as analysis of chemical compounds using chemical, reflux, cooling, heating and evaporation techniques.
- Strong research and investigative skills, including library research, sampling, and instrumental analysis; excellent technical writing skills.

Education

Northern Kentucky University, Highland Heights, KY

Bachelor of Science in Biology, May 20XX

Chemistry minor, area of emphasis in molecular biology

GPA: 3.5/4.0

Senior Thesis: "The effects of sub-standard soil on the reproductive systems of male cicadas."

Work Experience

Kroger Pharmacy, Cold Spring, KY

Pharmacy Technician (Co-op), 20XX-Present

- Assist pharmacist with prescription preparation.
- Serve as liaison between pharmacy and insurance companies to ensure prescription coverage.
- Provide general customer service and assistance.

Northern Kentucky University Biology Department, Highland Heights, KY

Lab Assistant, 20XX-20XX

- Prepared laboratory for first-year biology classes.
- Inspected and maintained lab equipment.

Biology Tutor, 20XX-20XX

- Provided instruction and assistance to first-year biology students.
- Taught microbiology, biochemistry, and cell biology to upperclassmen.

Activities and Honors

Tri-Beta Biological Honor Society, 200X-XX

Judicial Board, 20XX-XX

Dean's List, Spring 20XX, Fall 20XX

Intramural Sports (Basketball, Softball), 20XX-XX

Example #3		Example #4	
William Haile		JAMES MASTERS	
85 Nunn Drive Highland Heights, KY 41099 (859) 555-2121 billyhaile@mail.com		2510 Erlanger Drive Erlanger, KY 41018 (859) 555-1414 James.Masters@yahoo.com	
	After May X, 20XX 485 College Grove Drive Florence, KY 41020 (859) 123-9876		
Career Interest	Desire a position as a marketing research analyst. Eventually wish to become a marketing research director.	PROFESSIONAL OBJECTIVE	To achieve an administrative staff position in a non-profit setting utilizing knowledge of and experience with service learning and volunteer recruitment and training.
Education	Northern Kentucky University, Highland Heights, KY Bachelor of Science in Marketing, May 20XX Minor in Business Administration GPA:3.4/4.0 Dean's List, Spring 20XX, Fall 20XX Haile/US Bank College of Business Student Ambassador	EDUCATION	NORTHERN KENTUCKY UNIVERSITY, Highland Heights, KY <u>Master of Public Administration</u> , December 20XX Nonprofit Management Concentration GPA: 3.7/4.0 Study Abroad 20XX: Grameen Bank Headquarters, Bangladesh UNIVERSITY OF KENTUCKY, Lexington, KY <u>Bachelor of Arts in Sociology/Social Welfare</u> , June 20XX GPA: 3.5/4.0; Dean's List five semesters
Marketing Experience	<i>Marketing Research Project</i> , Florence Mall, Marketing Research Class, Fall 20XX <ul style="list-style-type: none"> Collected and analyzed data, designed promotion, recommended short- and long-term management strategies. Performed marketing research for mall manager in order to expand target segments for semester-long project. <i>Student Assistant</i> , Northern Kentucky University Admissions Office, 20XX and 20XX <ul style="list-style-type: none"> Assisted with marketing and coordinating of large recruiting events. Provided campus tours to prospective students and parents. Entered confidential student and applicant records into university database system. 	CAREER-RELATED EXPERIENCE	<u>GRADUATE ASSISTANT</u> , 20XX-XX Scripps Howard Center for Civic Engagement, Northern Kentucky University, Highland Heights, KY <ul style="list-style-type: none"> Updated center website with programming notes and information on local nonprofits. Created marketing materials to promote programs and events such as the Six@Six Lecture Series, the Mayerson Student Philanthropy Project, and the Northern Kentucky Forum. Worked with university faculty to incorporate service learning in classes. <u>VOLUNTEER TRAINING INTERN</u> , Summer 20XX American Red Cross, Cincinnati, OH <ul style="list-style-type: none"> Taught and developed Community Disaster Education. Recruited and trained volunteers. Helped organize response teams for local and national disasters. <u>SOCIAL SERVICES INTERN</u> , Spring 20XX Brighton Center, Newport, KY <ul style="list-style-type: none"> Tutored youth and organized activities for after-school programs.
Leadership Activities	<i>Beta Iota Zeta Professional Business Fraternity</i> , President, 20XX-present <ul style="list-style-type: none"> Oversee executive team of 10 officers, organization of 50 members. Ensure execution of 3 professional and 2 philanthropy events each semester. Control budget of \$25,000 including fundraisers, each raising over \$10,000. Elected "Member of the Year" for 20XX-20XX academic year. Member since 20XX; served as Secretary and Brotherhood Committee Chair. <i>Residential Hall Association</i> , Member, 20XX-20XX <ul style="list-style-type: none"> Coordinated "Career Exploration Day" for housing residents. Published monthly newsletter and developed program marketing materials. <i>Norse Leadership Society</i> , Public Relations Coordinator, 20XX-20XX <ul style="list-style-type: none"> Coordinated Toyota Leadership Conference and Norse Leadership Society Gatlinburg Retreat. Assisted with coordination of Freshman Leadership Service Program. Organized service and volunteer opportunities. <i>Committee Participation</i> <ul style="list-style-type: none"> Student Recruitment Task Force, Co-chair, 20XX-20XX Student Union Events Committee, Student Representative, 20XX-20XX Vice President Search Committee, Student Representative, 20XX-20XX 	EMPLOYMENT	<u>BANK TELLER, BOOKKEEPER</u> , Summers 20XX, 20XX and 20XX Bank of Kentucky, Crestview Hills, KY <ul style="list-style-type: none"> Handled and reconciled daily cash drawer; processed credit card applications.
Computer Skills	Microsoft Office including Excel, Access, Publisher, and PowerPoint InDesign, Photoshop, and SAP	MEMBERSHIP	PUBLIC ADMINISTRATION STUDENT SOCIETY (PASS) <ul style="list-style-type: none"> Organized speaker series featuring non-profit and public sector administrators.
		COMPUTER SKILLS	Proficient with Excel, Access and PowerPoint
		REFERENCES	Available upon request.

Example #5**Amanda M. North**

135 Meadowland Drive, Edgewood, KY 41017
 Amanda.North@nku.edu
 (859) 555-6000

OBJECTIVE

An elementary school teaching position, preferably in grades 3-4.

EDUCATION

Northern Kentucky University, Highland Heights, KY
 Bachelor of Arts in Elementary Education, May 20XX
 Overall GPA: 3.4/4.0 GPA in Major: 3.6/4.0
 Kentucky Certification: 1-year Provisional Certificate (Primary-Grade 5), expected after Praxis, Date Scheduled.

TEACHING EXPERIENCE

Student Teacher, Grade 4, Fall 20XX
 Piner Elementary School, Morning View, KY

- Taught all subject areas to 22 students in a self-contained classroom.
- Developed two new units in science; organized a field trip to the Newport Aquarium for 42 students in two fourth-grade classes.
- Assisted with supervision of the cafeteria, playground, and after-school activities.

Elementary Practicum I and II

Grade 3, Arnett Elementary School, Erlanger, KY, 20XX-20XX
 Grade 4, Beechgrove Elementary School, Independence, KY, 20XX-20XX

- Prepared grade-appropriate lesson plans in social studies and language arts.
- Tutored students in math and reading; graded papers and recorded grades.
- Created bulletin boards and facilitated small group activities.

OTHER EXPERIENCE

Lifeguard, Five Seasons Sports Club, Crestview Hills, KY, Summer 20XX

- Supervised member activity at pool, organized and taught beginner swim lessons.
- Participated in the training of new lifeguards.
- Monitored pH/chlorine level of the pool.

Sales Clerk, J.C. Penney Department Store, Florence, KY, Summer 20XX

- Assisted customers with product selection in Petites Department.
- Monitored inventory, created merchandise displays, and handled cash drawer.

CAMPUS ACTIVITIES

Resident Assistant, 20XX-XX and 20XX-XX

- Created a positive living/learning environment in the residence hall.
- Provided individual advising and coordinated educational and social programs.

Student Ambassador, College of Education and Human Services, 20XX-XX

- Represented the college at various campus events and assisted with special events such as the Teacher Job Fair and Southwest Ohio/Northern Kentucky Education Career Fair.

Example #6**Hugh Griffin**

321 Oak Street, Covington, KY 41011 | (859) 555-4321 | hugh.griffin@gmail.com

OBJECTIVE

An entry-level Network Systems Administrator position, utilizing my knowledge of networking and security technologies.

EDUCATION

Northern Kentucky University, Highland Heights, KY Expected: December 20XX
Bachelor of Science in Computer Information Technology, Network and Security Track
 GPA: 3.5/4.0

Relevant Courses: Securing Computer Systems, Network Design/Troubleshooting, Advanced System Administration, Network Security

SKILLS

Computer Literacy: Windows and UNIX Operating Systems
Programming Languages: C++, Javascript, Python, and Ruby
Networking Proficiencies: LAN, WAN, CISCO IOS
Software: Microsoft Office Suite

RELATED EXPERIENCE**Student Technology Specialist**

Northern Kentucky University, Highland Heights, KY August 20XX-Present

- Provide phone and walk-in support for computers and technology on campus.
- Assist customers with training or computer problems; set up and install computer hardware and software.
- Diagnose and solve problems with computers, projectors, document cameras, and DVRs.

Information Technology Senior Practicum

Strauss & Troy, Cincinnati, OH January 20XX-May 20XX

- Assisted users with day-to-day use of PCs, network services, and software
- Called the manufacturer and/or physically replaced any defective parts during troubleshooting.
- Expedited software installations and upgrades by focusing on updating of individual PCs.
- Assisted in the implementation of regular backups of any local data on user PCs.

OTHER EXPERIENCE

Crew Member, Bob Evans, Newport, KY, May 20XX-April 20XX

EMILY D. LANDRUM

Example #7

6785 Nunn Drive
 Highland Heights, KY 41099
 (859) 555-1313
 landrume1@nku.edu

OBJECTIVE

Seeking position with a human services agency that utilizes knowledge, communication, and leadership skills gained through education and practical experience. Especially interested in working with children.

EDUCATION

Northern Kentucky University, Highland Heights, KY

Bachelor of Arts in Integrative Studies, Expected May 20XX

Minor: Social Work Concentrations: Psychology, Sociology, and English

RELATED COURSES

Social Organizations	Community Organization
History of the American Family	Child Development
Sociology of Education	Social Welfare Policy

CAREER-RELATED EXPERIENCE

Community Resource Center, Covington, KY

VOLUNTEER, 20XX-Present

- Coordinate supplemental education program for children ages six to sixteen
- Tutor children in various subjects as needed
- Mentor children in need of adult companionship

Court-Appointed Special Advocates (CASA) of Jefferson County, Louisville, KY

VOLUNTEER SPECIAL ADVOCATE, August 20XX-Present

- Intervene throughout court process on behalf of abused children
- Completed formal class training and courtroom observation

University Housing, Northern Kentucky University, Highland Heights, KY

RESIDENT ASSISTANT, Callahan Hall, August 20XX-Present

- Facilitate discussions with residents to co-create and implement community values
- Coordinate events to encourage participation from off-campus students and alumni
- Collaborate with faculty and staff to develop special topics programming

OTHER WORK EXPERIENCE

Java Joe's, Highland Heights, KY

SERVER, Summers 20XX and 20XX

- Worked 30-40 hours per week to defray 30% of college expenses
- Provided high quality customer service in a team atmosphere

ACTIVITIES

Tower Players Improvisation Group, 20XX-XX

Habitat for Humanity, 20XX-Present

EMILY D. LANDRUM

Example #8

6785 Nunn Drive
 Highland Heights, KY 41099
 (859) 555-1313
 landrume1@nku.edu

REFERENCES

Dr. Jane Doe
 Assistant Professor of Social Work
 BEP 206
 Northern Kentucky University
 Highland Heights, KY 41099
 (859) 572-1234
 jane.doe@nku.edu

Ms. Sally Jones
 Executive Director
 Community Resource Center
 123 Pike Street
 Covington, KY 41011
 (859) 523-9999
 Sally.Jones@crc.org

Ms. Melissa Moore
 Assistant Director
 CASA of Jefferson County
 321 Main Street
 Louisville, KY 41213
 (502) 297-1234
 moore@casajefferson.org

Mr. Harold Highlander
 Manager
 Java Joe's
 1234 Any Street
 Highland Heights, KY 41099
 (859) 572-1111
 highlander@javajoes.com

Example #9**PAMELA R. BOOTH**

85 Nunn Drive • Highland Heights, KY 41099 • 859-555-1212 • pamelar.booth@nku.edu

OBJECTIVE

A creative position within marketing, public relations or media relations

EDUCATIONNorthern Kentucky University, Highland Heights, KY
Bachelor of Arts, Communication Studies, May 20XX

- Participated in summer study abroad, London and Japan
- Feature Writer for *The Northerner* (20XX)

RELEVANT SKILLS**Marketing/Public Relation/Promotions**

- Served as sorority recruitment chair; increased membership by 10% by implementing aggressive new member marketing campaign
- Solicited sponsors and advertisers for sorority's annual philanthropic event, Delta Dance-a-Thon; raised 30% more than preceding year
- Planned, budgeted and promoted social events for 200 dormitory residents

Communications

- Wrote feature articles for *The Northerner*, NKU's student-run campus newspaper
- Experienced with writing press releases and developing media kits

Computer

- Computer proficient; software expertise includes MS Office products, MS Publisher, FrontPage Web Design, Dreamweaver, and Adobe InDesign
- Strong graphic-design skills; created show program for Theatre Department's production of *Gays and Dolls* and various other event marketing materials using Adobe InDesign

INTERNSHIP EXPERIENCE**Public Relations Intern**, Newport Aquarium, Newport, KY, Summer 20XX

- Researched various aquatic animals for background sheets and media presentations
- Worked closely with media for story development, advertising and special event promotion
- Assisted with coordination of community special events and educational programs

Promotions Intern, KISS 107.1 FM, Cincinnati, OH, Spring 20XX

- Edited copy and provided voice-over for an on-air advertisement
- Participated in promotional events during satellite broadcasts
- Attended concerts and community events promoting station

EMPLOYMENT AND ACTIVITIES**Delta Phi Alpha Sorority** • Vice President of Public Relations (20XX – 20XX),
Recruitment Chair (20XX – 20XX), Social Chair (20XX – 20XX)**Resident Advisor** • Northern Kentucky University (Aug. 20XX – May 20XX)**Server** • Barleycorn's, Cold Spring, KY (May 20XX – July 20XX)**Lifeguard** • Five Season's Sports Club, Crestview Hills, KY (Summers, 20XX – 20XX)**Example #10****Alicia Albright**1234 High Street
Highland Heights, KY 41099859.555.1234
albrighta1@nku.edu**PROFESSIONAL SUMMARY**Registered nurse seeking a position in the *Critical Care Nurse Residency Program* to utilize critical thinking skills, nursing competencies, and compassion for both patients and families, and serve as an advocate for their health needs through safe, quality, family-centered care with a future goal of a nurse management position. Core areas of nursing competencies include:

Patient Assessment	Communication	Customer Service
Fluency in Spanish	Experience with Geriatric Patients	EPIC Experience

EDUCATION & HONORS

Bachelor of Science in Nursing, Northern Kentucky University, Highland Heights, KY	
Summa Cum Laude	GPA: 3.95/4.00
December 20XX	
• Excellence in Academic Scholarship Award, Department of Nursing	20XX
• Honor Society of Nurses, Sigma Theta Tau International, Rho Theta Chap.	20XX
• President's Honors List, Dean's Lists, and Scholar's Lists	20XX-20XX

LICENSURE & CERTIFICATIONS

Registered Nurse, Ohio Board of Nursing—RN. 123456	April 27, 20XX
Basic Life Support	June 8, 20XX
First Aid	May 20XX

CLINICAL EXPERIENCERole Transition (Surgical/Medical), Cincinnati Children's Hospital Medical Center
Leadership Practicum, Cincinnati Children's Hospital Medical Center
Community/Public Health, Newport Independent Schools**MEDICAL EXPERIENCE**

Certified Nurse Assistant	07/20XX-09/20XX
Carespring Health Care Management, Ft. Thomas, KY	
• Assisted diverse residents, including physically impaired, with ADLs such as mobilizing and feeding	
• Communicated frequently with RN concerning resident needs, including vital signs and observations	
• Charted in electronic and paper medical records; completed work and related notes	

PROFESSIONAL EXPERIENCE

Secretary	01/20XX- Present
Campbell County Auto Body, Inc., Cold Spring, KY	
• Established rapport with customers and business contacts through listening and informing	
• Managed shop in owner's absence by assisting customers, regulating finances, and staff collaboration	
• Utilized Microsoft Office to create, track, and organize business and accounting records	

LEADERSHIP EXPERIENCE

Professional Poster Presentation	04/20XX
"Improving Immunization Status within an Academic Pediatric Primary Care Setting"	
Study Abroad	07/20XX
• Explored the influence of public and privatized health care on various Irish populations	