

Resume and Curriculum Vitae (CV) Writing for the College Student E-GUIDE

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RESUME

Introduction

A resume is a summative document that represents a person's individual career experiences and accomplishments. Resumes are used to help people market themselves and serve as a first introduction between job seekers and employers. Your resume should help an employer understand the skills, abilities, and qualifications you possess in addition to the academic/work/service experiences, awards, and community involvement you have completed. It should also help the employer understand how these qualifications/experiences relate to their hiring needs.

Resume writing is both a skill and an art form. Writing a resume requires careful consideration, strategy, and construction each time you apply for a new position. This means **every time you submit an application, you will need to write an altered resume tailored to each specific position.**

DO NOT PANIC! While it may seem like a lot of work in the beginning, the more you practice, the easier writing effective tailored resumes will become. This guide will help you learn the major elements of effective resume writing and walk you through the process of constructing a strong professional document.

The General Rules of Resume Writing

1. Resumes **should not** be a step by step recap of everything you have ever done. Rather, it is a document that highlights the most **relevant** skills and experiences as they relate to the position for which you are applying.
2. Resumes should be written in the third person. Never use references to yourself in the first person, i.e. "I", "Me," or "My."
3. Resumes for undergraduates should be confined to **one page**.^{*} Resumes for professionals with a wealth of experience or with education levels of master's degrees or higher should be no longer than **two pages**.^{*}
^{*}The exception to this rule is Federal resume writing
4. In the United States, resumes should not contain personal information regarding race, ethnicity, sex, gender, religious affiliation (unless affiliation is professional in nature), or age. Never include a picture on your resume.
5. The use of color and graphics is discouraged for all resumes except those submitted in design or arts industries.

Formatting

- Your **name** should be the largest font size of the document (16 – 18 pt. recommended) and can be in any style you choose as long as it is READABLE (refrain from using script fonts).
- Your **contact information** can be smaller (10 pt. font).
- If your **email address** is automatically made into a hyperlink, **remove the hyperlink** by highlighting the email address, right clicking, and selecting "remove hyperlink" from the drop down list.
- Font size for the **body of the document** should be either 11 or 12 pt. in an easy-to-read style (i.e. Times New Roman, Arial, Verdana).
- Watch for spacing—be sure that all spacing between sections is consistent.
- Dates should all align on the RIGHT side of the page.
- List all experiences within a section uniformly.

Example:

GOOD!

EXPERIENCE

Volunteer, Society for Human Resources Management
Arlington, VA

May 2012 – June 2013

- Provided technical support to office of 20 staff members
- Performed administrative duties such as filing, answering phones, and organizing on-line drives

Intern, Very Important Company LLC
Silver Spring, MD

May 2012 – May 2013

- Served as administrative assistant to HR coordinator
- Assisted in the hiring process for 10 new employees; conducted interviews, reviewed employee assessments, and maintained accurate employee files

Inconsistent

Can you find the errors?

EXPERIENCE

Volunteer, Society for Human Resources Management, *Arlington, VA*

May 2012 – 06/2013

- Provided technical support to office of 20 staff members
- Performed administrative duties such as filing, answering phones, and organizing on-line drives

Very Important Company LLC, Intern
Silver Spring, MD

May 2012 – May 2013

- Served as administrative assistant to HR coordinator
- Assisted in the hiring process for 10 new employees; conducted interviews, reviewed employee assessments, and maintained accurate employee files

CONTENT CONSTRUCTION

1. Traditional Resume Section Headings

Resumes can have a variety of sections and section headers. The sections you choose to include in your resume are your choice, however there are some sections that **MUST** be included on every resume. Below, you will find a list of required sections as well as additional sections you may want to consider depending on your experience and industry.

Contact Information (Required)

Contact information should be the section at the very top of the resume that includes your name, telephone number, email address, and postal address. It does not need a heading.

MARTIN MARYMOUNT

mmarymount@marymount.edu

(703) 555-5555

123 All Saints Way

Arlington, VA, 22207

OBJECTIVE (Optional)

The objective section is an element of the resume that is not generally recommended for college students but may be required by an employer. The objective should be a one to two sentence description of the kind of position you are looking to obtain. If you choose to include this section, be sure to specify the kind of industry and work you would like to do. Try not to be so general that the objective is unclear, but at the same time, not so specific that an employer can use the objective to screen you out of the hiring process.

Example:

- “Seeking an accounts specialist position at JP Morgan Chase’s Arlington office.”
 - Too specific! This objective tells the employer that you only want a position as an accounts specialist and only in one branch office. If there is a similar position in a different office, you may not be considered.
- “Seeking an internship position.”
 - Too general! This objective does not add any value to your resume as it does not clarify industry or experiences you are looking to gain.
- “Seeking an entry level accounting position in top tier financial services firm with opportunities to both work with a diverse client base and gain experience in corporate accounts. “
 - Good! A nice balance of the general industry interests and experiences the person is seeking without limiting what they might be considered for.

QUALIFICATION HIGHLIGHTS/ PROFESSIONAL PROFILE (Optional)

This section can be either a bulleted list or a paragraph summarizing your best qualities and most relevant experiences. This section gives the employer a general sense of how you are qualified for this position as well as how well your previous experiences have prepared you for the kind of work you may be performing in your new position.

QUALIFICATION HIGHLIGHTS

- Motivated Fashion major with experience working in both the design and merchandising areas of the Fashion industry.
- Strong teamwork and leadership skills with ability to communicate effectively in verbal and written formats.
- Specialized skills in constructing wedding gowns and formal women’s wear

OR

PROFESSIONAL PROFILE

Aspiring public relations professional with radio and television broadcast media experience. Strong organizational, communication, and multi-tasking abilities with proven successes managing multiple projects and events. Hard-working and motivated individual with results-oriented perspective and commitment to excellence in customer satisfaction.

EDUCATION (Required)

This section should include any educational experiences you have completed or are currently completing AFTER HIGH SCHOOL. High school should not be included on a resume once a student has entered college. Items to include in the education section include the kind of degree you are obtaining (e.g. Bachelor of Arts), major and/or minor, the date you expect to graduate, name of your school, location of school (city and state only unless outside the USA), and GPA if it is 3.0 or higher (if not, do not include). Relevant coursework and study abroad experiences can also be included here.

EDUCATION

Bachelor of Science in Nursing, Degree Expected: May 2015
Marymount University, Arlington, VA; GPA: 3.7

OR

EDUCATION

B.A. in Business Administration, concentration in **Finance**, Minor in Math
Marymount University, Arlington, VA; GPA: 3.2
Study Abroad: "European Finance" in London, England
Relevant Coursework: Accounting, Finance I, Advanced Economics

Expected: 05/14
Summer 2013

EXPERIENCE (Required)

The experience section (or sections) of the resume is the area where a person should list previous experiences in which they have formally utilized or demonstrated work-related skills and abilities. These experiences can be formal job experiences, volunteer experiences, leadership experiences, or internship experiences. To include an experience, one should be able to associate a title with it (e.g. "Volunteer," "President," or formal job title). Experiences should be listed in reverse chronological order (most recent to least recent) and should be formatted uniformly. It is okay to have more than one experience section (e.g. a "RELEVANT EXPERIENCE" and "ADDITIONAL EXPERIENCE" section or "WORK EXPERIENCE" and "VOLUNTEER EXPERIENCE" section), but be sure to list the most relevant experiences first.

The experience description should include the **title** of your position, the **name** and **location of your company/organization**, start and end **dates** (including month and year) and no less than two **bullet points** or sentences describing a skill, knowledge set, ability, qualification, or recognition/award received. Bullet points should emphasize **transferable skills** and should be no longer than 2 sentences (ideally only one sentence). If you have more than one experience section, additional experience sections may not require bullet points.

EXPERIENCE

Cashier, The Juice Factory
Arlington, VA

05/2011 – Present

- Demonstrated strong communication skills while interacting with and serving customers
- Exercised efficient time management when completing multiple tasks in fast-paced service environment
- Recognized as "Employee of the Month" for July 2011, March 2012, and January 2013

RELATED EXPERIENCE

Graphic Design Intern, CoolArts Inc.
Vienna, VA

January 2013 – Present

- Developed creative print marketing ads utilizing specialized design software
- Designed web portfolio for 3 resident artists resulting in increase in client business
- Assisted management in redesigning company logo

ADDITIONAL EXPERIENCE

Student Assistant, Lee Center at Marymount University
Arlington, VA

September 2011 – Present

Waitress, Rock Bottom Brewery
Arlington, VA

May 2011 – September 2011

Constructing the bullet points or sentence descriptions of your experiences may seem a bit tricky at first. To help you get used to this style of writing, keep in mind that every bullet point should have **three major components**: An **action verb** to start the bullet, the **skill** you are trying to emphasize, and the **tasks** that evidence your ability to perform that skill.

• Demonstrated strong communication skills while interacting with and serving customers		
<i>Action Verb</i>	<i>Skill</i>	<i>Tasks</i>

Construct your bullet points by following these steps:

Step 1: Identify the skill/ability/qualification, etc. you would like to describe and write it down. To decide which skills to describe, you can use a variety of different methods.

- Go to the job posting/description of the position for which you are applying. Underline or highlight the skills the employer is looking for in an ideal candidate for this position. Identify the skills that you feel you most strongly possess and write bullet points around those skills. If your job has no job posting, use an online search engine like www.simplyhired.com or www.indeed.com to look for similar positions and use the key skills emphasized in these postings. If you would like a more comprehensive list of job search engines by industry, visit our website at www.marymount.edu/careerservices.
- Using the job title for which you are applying, do some research using www.onetonline.org or www.bls.gov/ooh. These websites outline and describe thousands of job titles in the USA and specifically list the kinds of skills and abilities required to effectively perform these jobs.
- Perform an **informational interview** (See [Networking and Personal Branding E-Guide](#) for more information on this kind of interview) with an industry professional either in a job similar to the job for which you are applying or in a position that supervises the kind of job for which you are applying and inquire as to what kinds of skills and abilities are most important for that job.
- Look at the [transferable skills list](#) towards the end of this e-guide.

Step 2: Think about the tasks and duties you performed in your experience that effectively evidence your ability to perform this skill. Write these down in a list on a separate sheet of paper.

Example:

Previous position title: *Student Front Desk Assistant*

Skill: *Communication*

Tasks:

- *Talked with customers at the front desk*
- *Answered phones*
- *Wrote emails to clients*

Step 3: Choose an action verb that helps the employer understand how or in what way you used or demonstrated this skill (See list of action verbs at the back of this document for help). Note that action verbs should be in PRESENT TENSE if you are currently working in the listed position and PAST TENSE if you are no longer working in the listed position.

- *Exercised* communication skills
- *Utilized* communication skills
- *Demonstrated* communication skills

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Compiled by Amanda Sargent and Carin Usrey

ACTIVITIES/HONORS/AFFILIATIONS (Optional, but strongly recommended)

This section is where you should place any extracurricular activities (e.g. club membership, college sports, community service, volunteer work that is not listed as experience), professional organization memberships, and awards/recognition you have received. This list should contain information that is relevant to the job for which you are applying or gives the employer a better understanding of your character. You can have a separate section for each of these headers or you can combine them as shown below. If you only want to describe one item header (e.g. only ACTIVITIES) that is fine as well. The purpose of this section is to help the employer understand what sets you apart from other individuals with similar education, experiences, and skills.

ACTIVITIES/HONORS/AFFILIATIONS

President , STEM Club, Marymount University	09/2012- Present
Member , National Association of Science and Technology Students	09/2011 - Present
Presidential Scholarship , U.S. Department of Education	05/2011
Volunteer , Helping Hands Homeless Shelter	05/2011 – 09/2011

2. Industry-Specific Section Headings

It is important to note that every industry has its own standards for resume writing. These general instructions are a fantastic guideline to get you started, but, to make the appropriate finishing touches, it would be best to check in with industry professionals, professors, and your Career Services office to be sure you are covering all of the necessary information for your industry. There are some industry-specific resume examples in this document, but if you would like to view more resume samples, log on to [Jobs4Saints](#) and visit their Resume Gallery.

CURRICULUM VITAE (CVs)

A Curriculum Vitae in the United States is a special kind of resume-like document that is primarily used by college professors and individuals pursuing high-level education/research or executive careers. It is very similar to the traditional resume only it is much longer (no page limit) and includes additional sections for Research, Publications, Teaching/Training Experience, etc. It may also go into more detail than a traditional resume about the types of accomplishments a person has made. CVs in the US are highly tailored to each position and are written in a similar format to the resume, the difference being in length and additional section headings. For additional assistance in constructing a CV, please contact the [Center for Career Services](#). **It is important to note that many other countries (especially European countries like the United Kingdom, France, etc.) refer to what Americans call a “traditional resume” as a “CV.”** This means that if you are applying to a company in London, England, and they ask for a CV, they are really asking for your traditional 1-2 page US resume with some additional information. For information about writing resumes for careers abroad, contact the [Center for Career Services](#) and/or the [Center for Global Education](#).

FEDERAL RESUMES

Federal resumes are written similarly to public and private sector resumes, but differ in a few specific ways. The section headings for a Federal resume are generally the same and experiences are described either in paragraphs or bullet points. Here are the ways a Federal resume differs from other resumes:

- Federal resumes have no page limit and are generally 3-5 pages long depending on experience
- The OBJECTIVE section of a Federal resume contains the title and GS code for the position
- Federal resumes contain significantly more personal information including your Social Security Number, Citizenship Status, Veteran’s Status, and Security Clearances.
- Experiences are described much more in depth and include information about your salary, hours worked, address of company you worked at, supervisor’s name and contact (and if it is all right to contact them)
- There is no timeline limit for Federal resumes, you should include all work experiences regardless of relevance.

Sample Federal Resume

Page 1

MARY MARYMOUNT

2807 North Glebe Road, Arlington, VA, 22207

Phone: 202-687-7394

mmarymount@marymount.edu

SSN: 000-11-2222

Citizenship: USA

Veteran's Status: none

Reinstatement Eligibility: N/A

OBJECTIVE: Energy Industry Analyst (GS-1101-07), Federal Energy Regulatory Commission, US Department of Energy Announcement WA200616-LLI

SUMMARY OF RELEVANT SKILLS:

- **Research:** legislative, newspaper, internet, Lexis/Nexis, International Library of Congress, original research through email/Internet writing.
- **Writing:** reports, correspondence, emails, PowerPoint copy, web content, newspaper articles, newsletter content.
- **Communicating in Writing:** proficient in and enjoy researching, writing and editing all forms of reports, correspondence, and communications.
- **Project Coordination:** compiling information, planning and coordinating the completion of projects; tracking status, and managing details.
- **Liaison and Scheduling:** organized and efficient in scheduling and following-up on details and meetings.
- **Languages:** American Sign Language and French Sign Language; Writing in English and fluent in French; Beginner level Russian.
- **Computer Skills:** Microsoft Suite: MS Word, PowerPoint, Excel, Keyboard 90 wpm.
- **Creative and Resourceful:** Able to complete projects, research information and meet deadlines through hard work and resourcefulness.

EDUCATION:

Marymount University, Arlington, VA

May 2013

Bachelor of Science, Forensic Science

Minor in French Language

GPA 3.72, Semester hours: 97

Honors & Awards:

Earned rating of "Very Good" on French Language Proficiency Exam

Studied at *L'Institut d'Etudes Politiques de Paris* - Sophomore Year (2010-2011)

Dean's List (Fall 2009-Spring 2012)

St. Catherine's School, Richmond, VA

May 2008

Advanced Diploma

GPA 11.53/11, in top 10% of class

Honors & Awards:

Advanced Placement Scholar with Honor, National Merit Commendation (May 2001),

Mary Marymount, Energy Industry Analyst, GS-1101-07:

Russian Prize (May 2001), Inducted into Cum Laude Society (May 2000), Head's List (1999, 2000); Honor Roll (1998, 2001)
Co-captain of St. Catherine's Varsity Swim Team (2000), Chorale Co-head (2000-2001), Co-head of Costumes Crew for theatre productions (1999-2000), Co-head of Yearbook Artist staff (2000-2001), Peer Advisor (2000, 2001)

EMPLOYMENT HISTORY:

HOSTESS

1789 Restaurant August 2010 – present
1226 36th St, Washington, DC, 20007 15 hrs/week
Supervisor: Frank Supervisor, you may contact at (202) 222-1111 Salary: \$9/hr

Welcome and seat guests in one of the area's finest restaurants. Monitor seated parties and upcoming reservations for evenings of up to 300 guests. Maintain communication with the management, the servers and the kitchen to facilitate efficient performance and quality service. Train new hires in basic responsibilities.

ADMINISTRATIVE ASSISTANT

Department of Forensic Sciences 2009 - 2010, 2011 - present
4th Floor Gailhac, Marymount University, Arlington, VA 8 hrs/week
Supervisor: Barbara Boss – Forensic Science (703) 222-3333 Salary: \$8.75/hr

Responsible to professors and administrators for research, typing, copying, faxing, bulk mailings, data entry, scanning PDF files, sending and sorting mail, and scheduling rooms. Act as receptionist, assisting visitors, answering phones and emails.

TEACHING ASSISTANT

French Department Spring 2012
4th Floor Gailhac, Marymount University, Arlington, VA 22207 9 hrs/week
Supervisor: Aurelia Assistant (703) 687-0000 Salary: \$9/hr

Assisted Dr. Assistant, core tenured faculty, preparing photocopies and materials for classes, assisting with correspondences, and teaching her basic computer skills. Translated scholarly article from French to English for presentation at professional conference.

INTERN/TELLER

First Market Bank Summer 2011
7324 Bell Creek Road, Mechanicsville, VA 23111 40 hrs/week
Supervisor: Tanya Teller (888) 555-6666 Salary: \$9/hr

Financial Services Advisor at in-store branch in Mechanicsville, VA. Handled a teller drawer, processed transactions, and provided customer service. Top account producer at the branch in July.

TUTOR

Sciolino/Plump household September 2010 – June 2011
4 rue de Commail, 75007, Paris, France 15 hrs/week
Supervisor: Elaine Tutor 011-22-333-44-55-66 Salary: €10/hr

For more information on
Federal resume writing,
contact:

Center for Career Services

(703) 284-5960
career.services@marymount.edu

Mary Marymount, Energy Industry Analyst, GS-1101-07:

Tutored two girls, 8th and 9th graders, in Algebra, English, History, French, Earth Sciences and Biology, assisting them with daily homework, projects and papers, test preparation and study skills.

DEVELOPMENT INTERN

U.S. Department of State, United States Diplomacy Center Summer 2010
320 21st St, NW, Room B-238, Washington, DC, 20520 40 hrs/week
Supervisor: Charlotte Manager w:(202) 111-2222

Worked with USDC team and professional counsel to prepare Feasibility Study results for presentation. Researched prospective donors and supporting foundations. Researched governance structures for appropriate relationship between federal government and a 501(c)(3).

CAPITAL CAMPAIGN/ANNUAL GIVING FUND-RAISER

St. Catherine's School Annual Giving Campaign Summers 2010 - 2012
6001 Grove Ave, Richmond, VA, 23226 10 hrs/week
Supervisor: Sue Supervisor (804) 888-2222 Salary: \$8/hr
Worked with Director of Development on the Capital Campaign (2004). Contacted alumni for contributions to school (2010-2011).

COUNSELOR

Cat's Cap Summer Program, St. Catherine's School Summers 2007, 2008, and 2009
6001 Grove Ave, Richmond, VA, 23226 Starting 35 hrs/week
Supervisor: Lewis Smith (888) 888-2222 Salary: volunteer; Ending Salary: \$8.50/hr

Supervised and instructed twenty preschoolers in morning classes/activities: woodworking, art, dance, music, storytelling, and games. Provided activities and instruction in art classes for fifteen elementary age students in the afternoons.

OTHER INFORMATION

Secret Security Clearance (Inactive as of May 2012)

Resume Writing Tools and Samples

Transferable Skills List

Management	Leadership	Critical Thinking	Judgment
Decision-Making	Analysis	Evaluation	Team Work
Technical	Financial	Facilitation	Teaching
Multi-tasking	Organization	Administration	Manual Labor
Emotional Regulation	Conflict-Resolution	Professionalism	Development
Interpersonal Skills	Public Speaking	Research	Planning
Motivating	Persuasion	Selling	Presenting
Mediation	Communication	Problem-Solving	Writing
Cultural Sensitivity	Language	Assisting	Assessment
Supporting	Monitoring	Supervising	Empathy

Action Verb List

Accomplished	Achieved	Acted	Adapted
Addressed	Administered	Advanced	Advised
Aided	Analyzed	Appraised	Arranged
Ascertained	Assessed	Attained	Averted
Centralized	Compared	Completed	Conducted
Controlled	Coordinated	Cultivated	Demonstrated
Detected	Determined	Developed	Diagnosed
Directed	Discerned	Discovered	Documented
Employed	Enforced	Enlisted	Established
Estimated	Evaluated	Examined	Executed
Exhibited	Experimented	Explored	Facilitated
Finalized	Fulfilled	Forecast	Fostered
Formed	Found	Generated	Identified
Implemented	Innovated	Initiated	Instituted
Interpreted	Investigated	Inspected	Launched
Learned	Measured	Merged	Observed
Organized	Perceived	Predicted	Prepared
Prevented	Projected	Proved	Qualified
Quantified	Questioned	Reached	Reasoned
Reasoned	Recruited	Researched	Reviewed
Recognized	Redesigned	Reorganized	Resolved
Salvaged	Saved	Selected	Solved
Started	Strategized	Studied	Substantiated
Supported	Surveyed	Synthesized	Systemized
Tested	Translated	Undertook	Verified
Visualized	Weighed		

Adjective List

Successful(ly)	Modern	Powerful(ly)
Competent(ly)	Realistic(ally)	Thoughtful(ly)
Efficient(ly)	Vast(ly)	Absolute(ly)
Effective(ly)	Accurate(ly)	Aggressive(ly)
Strong(ly)	Assertive(ly)	Authentic(ally)
Enthusiastic(ly)	High-level	Impartial
Steady (ily)	Orderly	Productive(ly)
Careful(ly)	Practical(ly)	Savvy
Sensitive(ly)	Discreet(ly)	Responsible(ly)
Important	Optimal	Lasting
Gracious(ly)	Judicious(ly)	Critical(ly)

Standard Undergraduate Student Resume

Martin Mount

2807 N. Glebe Rd., Arlington, VA, 22207
555-555-5555
mmount@marymount.edu

EDUCATION

Bachelor of Arts in Business Administration, Degree Expected: May 2013
Marymount University, Arlington, VA; GPA 3.2
Relevant Coursework: Business Strategy, Business Law, Economics, Finance

QUALIFICATION HIGHLIGHTS

- Motivated business student with strong work ethic and passion for project management
- Ability to work efficiently both independently and in team-oriented environments
- Experience in marketing and promotions; recognized by superiors for innovative ideas and effective critical thinking skills

EXPERIENCE

Intern, Any Company *January 2013 - Present*
Washington, DC

- Serve as assistant marketing specialist for company of 300+ employees
- Deliver gracious customer service while answering inquiries and connecting clients to appropriate resources
- Design online promotional campaigns utilizing social media applications (Facebook, Twitter, LinkedIn)
- Exercise efficient organizational skills while managing multiple projects and client accounts

Resident Assistant, Marymount University *September 2011 – Present*
Arlington, VA

- Create innovative educational and recreational programs for 25 undergraduate residents
- Ensure safety of residents through maintenance of university protocol and utilizing efficient problem-solving skills
- Coordinate events and service activities in cooperation with Student Services offices and external community partners

PROJECTS

Business Strategy Group Project (Project Lead), Marymount University *Fall 2012*
Arlington, VA

- Served as leader of 6 person group to business plan for start-up consulting company. Successfully designed mission, strategic objectives, and vision for formal presentation and report. Received grade of “A.”

SKILLS

Computer: Microsoft Office Suite, Apple products, SPSS, Photoshop

Language: Fluent in Mandarin, Basic Spanish

ACTIVITIES/HONORS

- **Volunteer**, Hands of Hope Homeless Shelter *2011 – Present*
- Dean’s List, Marymount University *2010 – Present*
- **Eagle Scout**, Boy Scouts of America *May 2009*

Marcus Mount

mmount@marymount.edu

2807 N. Glebe Rd., Arlington, VA, 22207

555-555-5555

EDUCATION

B.S. in Information Technology, Degree Expected May 2013

Marymount University, Arlington, VA; GPA 3.2

Relevant Coursework: Operating Systems, Intro to Web Design, Programming I

TECHNICAL SKILLS

Languages: C++, Java

Operating Systems: Windows 2007, Windows Vista

Applications: Microsoft Office Suite, Adobe, Apple products

Browsers: Explorer, Firefox

PROJECTS/RESEARCH

Networking Group Project (Project Lead), Marymount University

Fall 2012

Arlington, VA

- Served as leader of 6 person group to design in-house networking for local small business. Successfully connected 18 devices and configured settings for smooth operation. Performed trouble-shooting and fixes as necessary.

RELATED EXPERIENCE

Intern, IT company

January 2013 - Present

Washington, DC

- Serve as customer support technician for company of 300+ employees
- Deliver gracious customer service while answering inquiries, troubleshooting, and connecting customers to resources via telephone
- Perform repairs and maintenance to company networks and individual operating systems
- Exercise efficient organizational skills while prioritizing maintenance requests, managing time, and directing customers to appropriate entities.

Student Assistant, Marymount University Library Computer Lab

September 2011 – Present

Arlington, VA

- Install new programs and perform application updates for lab of 30 desktop computers
- Assist students to operate computer applications and perform print/scan functions
- Execute accurate trouble-shooting by performing manual network diagnostics
- Monitor and maintain network/lab security through preventive software installation, bi-weekly virus/malware scans, and ensuring lab is attended at all times.

ADDITIONAL EXPERIENCE

Cash Representative, Book Store

June 2011 - September 2011

Falls Church, VA

FOREIGN LANGUAGE

- Fluent in Mandarin, Basic Spanish

ACTIVITIES/HONORS

- **Volunteer**, Hands of Hope Homeless Shelter
- Dean's List, Marymount University Fall
- **Eagle Scout**, Boy Scouts of America

2011 – Present

2010 – Present

May 2009

Marisa Mount

marisa_mount@marymount.edu

(703) 555-5555

2807 N. Glebe Road, Arlington, VA

EDUCATION

Bachelor of Science in Nursing, Degree Expected: May 2014
Marymount University, Arlington, VA; GPA: 3.8

SUMMARY OF QUALIFICATIONS

- Competent nursing professional with strong clinical skills and commitment to patient-centered care
- Strong communication and critical thinking skills with ability to work effectively in high pressure situations
- Ability to execute effective clinical judgment and adapt to rapidly changing environments

LICENSURE/CERTIFICATION

CPR and First Aid, Current

CNA, Current

CLINICAL EXPERIENCE

Medical Surgical I
Medical Surgical II
Pediatrics

Mental Health
Obstetrics

- 480 of hours of clinical experience completed at various hospital locations
- 100 of hours Medical/Surgical internship completed to date at **Virginia Hospital Center**

RELATED EXPERIENCE

Volunteer, American Red Cross
Arlington, VA

12/2010 - Present
(Seasonal)

- Assist with registration process for blood donations
- Utilize competent listening and assessment skills while assisting with donor discharge process

Volunteer, Arlington Hospital Center Neonatal Unit
Arlington, VA

05/2009 – 05/ 2010

- Exhibited competent administrative skills while assisting with the patient intake process
- Managed front reception area functions such as scheduling and patient file maintenance
- Demonstrated strong communication skills when receiving patients and managing electronic office communications

ADDITIONAL EXPERIENCE

Sales Representative, Macy's
Arlington, VA

06/2010 - Present

- Provide gracious customer service to guests while assisting with purchases and returns
- Monitor the Women's Department to ensure guest safety and cleanliness standards
- Collaborate effectively in team-oriented environment to provide comfortable guest experiences
- Recognized as "Employee of the Month" for August 2011 and April 2012

SKILLS

Computer skills: Microsoft Office Suite, Adobe Photoshop, Vitera Intergy

Languages: Fluent in Spanish

AFFILIATIONS

Sigma Theta Tau, Marymount University
American Nurses Association

Monique Mount

monique_mount@marymount.edu
555 Any Street, Falls Church, VA, 55555
(571) 555-5555

PROFESSIONAL PROFILE

Motivated business professional with 5+ years experience in financial services industry with strong personnel management skills. Ability to effectively lead teams to produce results-driven project initiatives. Background in personal accounting with specialized training in Human Resources Management, specifically in benefits and retirement planning coaching.

- Coaching
- Team Leadership
- Financial Planning
- Conflict Resolution
- Performance Management
- Detail Orientation
- Management
- Strategic Planning
- Program Development

EDUCATION

M.A. in Human Resource Management

Expected: December 2013

Marymount University, Arlington, Virginia; GPA: 3.9

Relevant Coursework: Strategic Human Resource Management, Performance Management, Selection and Recruitment

B.B.A., concentration in Accounting

January 2006

University of Virginia, Charlottesville, VA

RELATED EXPERIENCE

Human Resource Intern, Any Company

May 2013 – Present

Fairfax, Virginia

- Provide benefits and retirement planning coaching to individuals in office of 50 employees
- Create and present information sessions for employees regarding company benefits
- Participate in departmental meetings; actively contribute to strategic planning and programming
- Support upper-level management team through management of vendor communications and correspondence

Accounts Manager, Another Company, LLC

May 2009 – August 2012

Arlington, Virginia

- Led Accounts Payable department in all functions related to daily operations for company of 2000+ employees
- Reorganized expense reporting process by streamlining data submission; reduced losses by 10%

Monique Mount, Page 2

- Supervised team of 5 employees; provided guidance and leadership regarding projects, departmental goals, and personal career development
- Accurately assembled the annual accounts report for Another Company, LLC; commended by CEO for “Excellence in efficiency”
- Managed and maintained Accounts Payable information database

ADDITIONAL EXPERIENCE

Staff Accountant, Small Accounting Firm
McLean, Virginia

March 2007 – April 2009

Junior Accountant, First Financial Services
New York, New York (Full resume available upon request)

January 2006 - January 2007

RESEARCH/PROJECTS

“Diversity Training in the Corporate World”,

Fall 2012

- Literature review conducted on the topic of diversity and inclusion training for workers in corporate environments. Reviewed 37 peer-reviewed articles written between 2007 and 2013.

Human Resources Capstone Project

Spring 2013

- Served as team leader of 5 person group to develop solutions for hypothetical consulting firm experiencing performance problems. Performed SWOT analysis to aid in the creation of an action plan.

ACTIVITIES/SCHOLARSHIP

- **DISCOVER Grant** for Graduate Research, Marymount University 2012 - 2013
- **President**, Marymount University SHRM Chapter 2012-2013
- **Volunteer**, Arlington Junior League 2012 - Present

PROFESSIONAL AFFILIATIONS

- Society for Human Resource Management
- Institute of Management Accountants

TECHNICAL SKILLS

Microsoft Office Suite, QuickBooks, Blackbaud

For more resume samples by major/industry, login to Jobs4Saints and check out the Resume Gallery.

ADDITIONAL RESUME WRITING RESOURCES AT THE CENTER FOR CAREER SERVICES

In addition to the information and examples this e-guide offers, the Center for Career Services also provides the following services and materials to support the development of effective, tailored, resumes. Our staff strongly encourages ALL students and alumni to take advantage of these FREE resources!

- **Individual Career Appointments**
 - Bring in a sample job or internship posting of interest to you and a Career Coach will sit down with you to discuss how to develop a tailored resume.
 - Students and alumni can schedule an appointment with a Career Coach by calling 703-284-5960. If you are not able to come in, we are happy to arrange a phone appointment as an alternative – just let us know you are interested in this option when you call!
 - When scheduling an appointment, the more specific information you can provide in terms of what type of positions you are looking for and what background you currently have, the better our Career Coaches can tailor their support during the appointment.
- **Career Services Workshops & Events**
 - Our office hosts a variety of workshops throughout the academic year, several of which focus on cover letter and resume writing, networking, the job and internship search, and professional behavior. In addition, we host industry-specific panel events, which serve as great opportunities to network with current professionals and fellow peers and can even potentially lead to interview opportunities! [For an up-to-date list of upcoming workshops and events, visit our website.](#)
 - If you are a student and would like to request a workshop or presentation on resume writing and for an organization or club that you are a part of on campus, please email career.services@marymount.edu with your name, club/organization, and potential dates and times for your workshop and we will follow up with you!
- **Print Resources on Networking and Personal Branding**
 - The Center for Career Services has a library of career resource books in the lobby of our main office in Rowley, Suite 1005 that students can check out for a period of two weeks.
 - For a full list of our print resources, including those specific to resume writing, check out [this document](#).