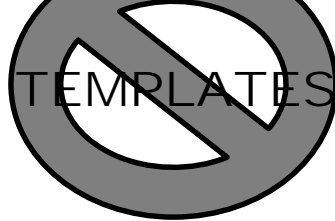




Career Services Resume Samples and Tips

There are many styles and formats you can use, some key points to keep in mind for EVERY resume include:

- **Be perfect!** Proofread, have your friends and family proofread. Typos, missed spacing, overall layout and “look” counts on resumes!
 - **Use WORD.** Open up a blank document, not a template, to create your resume. In the long run you’ll be a lot happier, because YOU control what the resume format looks like
 - **Font and Font Size** – 11 or 12 point for a serif font (like Times New Roman, or **Georgia**), 10 or 11 point for a san serif font like Calibri, Arial, or Verdana.
 - **Always use a “true type” font**, so what you see on YOUR computer and printout will be the same font the EMPLOYER sees
- 
- Be consistent with **bolding**, *italicizing*, underlining, CAPS, dates (include month & year, and be sure all the hyphens between dates are consistent), and so on
 - **Your name** should be in **bold**, and typically is a few font sizes larger
 - In WORD, you can use the “Borders and Shading” function to add lines, like the ones you’ll see on many of the sample resumes. These help guide the reader’s eyes through the resume. The lines also look good under section headings. Ask us in Career Services – we’ll show you how!
 - **Margins** – 1” all the way around is optimal, you can go a little narrower if necessary
 - Make sure you have a **professional email** (which includes your name) If you are a Junior, Senior, or Graduate Student, use a professional Gmail or Hotmail address, not an AU e-mail address
 - Do not use first or second person. Use no personal pronouns in a resume!
- Keep two words in mind: **consistency** and **relevancy**
 - **Use bullet points and action verbs.** Be concise, clear, and tell what you did and how you did it. Not just “Customer service” – tell us more! “Greeted customers as they entered, determined their needs and assisted them in making selections” would be an example
 - **Accomplishments**, not responsibilities, are important to the employer
 - **Order** the bullet points so that the reader will see what is most important to THEM first
 - **Phrases**, not full sentences
 - **Avoid phrases** like “responsibilities were,” “responsible for,” “duties included” “in charge of” etc. Often the word following those phrases will be the action verb for a bullet point
- After your **Summary/Objective/Profile**, sections can move depending on relevancy
 - Put information within sections in **reverse chronological order** (current to oldest)
 - Do Not use periods at the end of your bullet points, they should be fragments not full sentences

- Quantify whenever and wherever possible –for example how many people you worked with in a team? How many people you managed? Use the number rather than the word. In other words, 10, not ten
- Watch for tense – present job present tense, past job past tense
- Resumes can often have two pages –as long as you have enough substantive material to put onto the 2nd page. Be sure to use a header – as shown above – on page 2, and be sure your information comes to at least 1/3 of the way down the page
- If you do have 2 pages, be sure to split pages at a logical point – AFTER a job or at the end of a section, never mid-way through
- **Do not include references** and do not write “reference available on request”
- **Skip the hobbies.** The employer is not interested in your knitting, fishing, or skydiving, unless the job requires one of those talents. Stick to what is relevant to the job
- **Proofread!** Have someone else proofread! Yes, we know this is the second time we’re saying this. **It is that important.** The more proofreaders, the better chance you’ll catch errors, omissions, inconsistencies, and so on
- By the time you’re a Sophomore, you should **drop High School** information. By that time, you should have projects, activities, work, and / or internship information to fill in
- **Simplicity** is best. No fancy fonts. No cute graphics. Plain old black and white is usually what employers want to see
- Make sure you have a **professional voicemail** (include your name) and check your voicemail regularly

Attached is a sample format for a resume and several sample resumes. All the resume samples were built from real resumes that our students and alumni have used. We’ve made a few changes to protect identities.

Full Name

Home Address (minimum: City, State) • Phone Number • Email Address • LinkedIn Address (optional)

SUMMARY **Alternative headings: “PROFILE,” “OBJECTIVE”**

A “theme” statement that helps organize the supporting information in the rest of the resume. It should focus on what you can do for an employer, **not what you want from an employer**. Can also include job title. This section focuses on what you bring to the table – why are you the best fit for the position. Direct the reader to skills and personal traits listed in job description and supported in the resume.

EDUCATION

Aurora University, Aurora, IL

Graduation month & Year

Bachelor of _____ in _____

(e.g. Bachelor of Arts in English, Bachelor of Social Work, Bachelor of Science in Biology)

Minor(s): (if applicable)

GPA if 3.0 or above is recommended, but not required. Show as (e.g.) 3.47/4.0

Licenses & Certifications (optional)

Relevant course work (optional, and rare) –only include courses that will compliment qualifications

Other Institution(s) if applicable – if college level. Do not include high school. Use the same format as above.

INTERNSHIP(S)

This can be a completely separated section where **only** your internship experience is listed. Same format as below.

EXPERIENCE (general format)

Organization, City, State

Start and End Date

Job title

- Use bullet points to explain your experience, and keep in mind order of importance to the employer
- Almost every bullet point should consist of What you did and HOW you did it – Do not list, Show it!
- Use Action verbs to start bullet points
- 3-5 bullet points are the most typical number for each job. You don't want a laundry list!
- Watch for tense (present tense for present job and past tense for past jobs)

If you have been promoted to different positions within the same company, try this (notice the alignment of the dates for each position as opposed to the overall dates worked at that company).

Organization, City, State

Start and End Date at Employer

Job title *(start and end date for position)*

- Use bullet points (see above)

Job title *(start and end date for position)*

- Use bullet points (see above)
- Try not to repeat your bullet points/action verbs

VOLUNTEER EXPERIENCE

Use the same format as above

ACTIVITIES/HONORS

Can just list them with dates or explain them using the format as above

SKILLS

List your language skills, computer/technical skills, laboratory skills. If you have a large number of specific skills, consider putting them in columns with bullet points. For example:

- | | | |
|----------------|---------------|---------------|
| • Java | • C++ | • Python |
| • Raspberry Pi | • Yet another | • And another |

Resume Action Verbs

Action Verbs give your resume power and direction. Below you will find a list of action verbs to use in your resume and cover letters.

List inspired by Boston College of Boston MA and Employment Development Department of Palo Alto, CA

Management skills	Communication skills	Clerical or detailed skills
administered analyzed assigned attained chaired contracted consolidated coordinated delegated developed directed evaluated executed improved increased organized oversaw planned prioritized produced recommended reviewed scheduled strengthened supervised	addressed arbitrated arranged authored corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated motivated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote	approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared organized prepared processed purchased recorded retrieved screened specified systematized tabulated validated
Research skills	Technical skills	Teaching skills
clarified collected critiqued diagnosed evaluated examined extracted identified inspected interpreted interviewed investigated organized reviewed summarized surveyed systematized	assembled built calculated computed designed devised engineered fabricated maintained operated overhauled programmed remodeled repair solved trained upgraded	adapted advised clarified coached communicated coordinated developed enabled encouraged evaluated explained facilitated guided informed initiated instructed persuaded set goals stimulated

Financial skills	Creative skills	Helping skills
administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecasted managed marketed planned projected researched	acted conceptualized created designed developed directed established fashioned founded illustrated instituted integrated introduced invented originated performed planned revitalized shaped	assessed assisted clarified coached counseled demonstrated diagnosed educated expedited facilitated familiarized guided referred rehabilitated represented

Emma Swan

123 Storybrook Lane | Aurora, IL 60545
emmaswan@gmail.com | (630)-123-3210

Highly responsible individual with excellent problem solving skills to gain knowledge and experience. Energetic work attitude, organized, and efficient with a high level of integrity. Extremely observant with great communication skills. Fluent in Spanish.

EDUCATION

Aurora University - Aurora, IL *May 2020*
Bachelor of Arts in Criminal Justice
GPA: 3.5/4.0
Commercial Sexual Exploitation of Children Training Certification *September 2018*

PROFESSIONAL EXPERIENCE

Storybrook County Court Services - *Intern* - Aurora, IL *June 2018 - August 2018*

- Acquired knowledge of proper techniques of drug testing offenders on supervision.
- Conducted probation appointments and interacted with defendants on supervision.
- Strengthened and practiced interpersonal communication skills by becoming a keen observer, avid listener, and effective speaker.
- Assisted LGBTQ - Equal Under Law Training session.

WORK EXPERIENCE

JR Morgan Bank - *Branch Supervisor* - Aurora, IL *May 2016 - Present*

- Build relationships with customers in order to learn and meet their banking needs. Regularly exceed personal sales goals by 30%-45%.
- Train tellers in banking operations such as withdrawals, deposits, loan payments, opening accounts/CDs and handling large amounts of cash.
- Manage office communications (phone, letters, faxes, e-mails, and follow-ups)
- Supervise employees, schedules, training, and attendance.

McDonalds - *Shift Manager* - Storybrook, IL *March 2013 - May 2016*

- Monitored and supervised employees, trained employees in daily duties and maintained excellent customer service.
- Processed cash, credit payments, and balance cash drawers.
- Checked food expiration dates and upheld food sanitation requirements.

COMMUNITY SERVICE

Feed My Starving Children - *Volunteer* - Aurora, IL *August 2016 - Present*

- Pack over 20,000 nutritious meals for children.

Storybrook Food Pantry - *Volunteer* - Aurora, IL *May 2016 - Present*

- Welcome and greet families with a smile.
- Serve over 200 hot meals during a 1 hour time frame during the holiday season.

JAMES JAMESTON

4525 Morton Crossing Road • Hanover Park IL 60133 • 630.923.4441 • James.Jameston@gmail.com

Competitive ~ Confident ~ Adaptable

Finance professional who pays close attention to patterns and trends, supported by a conscious interest in cause and effect. This inspires an innovative mindset that can contribute to the creation of new strategies to promote success for a business, through the maximization of profits and extension of the customer base.

EDUCATION

Aurora University, Aurora, IL

May 2020

- Bachelor of Science in Finance GPA 3.68/4.0
- Research Project: Analyzed J.C. Penny Company Inc. (JCP) by doing a Company Overview, analyzing Financial Performances, Stock Market Risk and Return

SCHOLARSHIPS

- Presidential Transfer Scholarship for GPA
- Phi Theta Kappa Scholarship

INTERNSHIPS

Allstate Insurance: Mary Johnson Agency, North Aurora, IL

January 2019-June 2019

Cost Analyst

- Organized a marketing budget by prioritizing resources with the highest rate of return
- Performed cost-effectiveness analysis on two or more outcomes based on quality of service and financial benefits
- Calculated efficiency by researching new products or services and comparing to the original resource
- Analyzed monthly expenses, while trying to minimizing waste in order to maximize profits
- Effectively communicated with businesses and individuals to build a customer based business

Allstate Insurance: William Andre Agency, Algonquin, IL

May 2018-August 2018

Business Development

- Launched company reimbursements program recouping up to 50% of costs on company marketing initiatives
- Performed cost benefit analysis to determine the strengths and weaknesses of alternatives
- Cold calling businesses to offer referral programs to expand the book of business with more potential leads
- Analyzed weekly sales that were created with grids and chart that were reported to the owner of the agency
- Developed Facebook page to market the agency products and services, increased social media visibility by 15%

WORK EXPERIENCE

Red Lobster, Bloomingdale, IL

March 2016-November 2017

Server

- Met daily sales goals, ranging from \$625-\$750 based on a five-hour shift
- Provided excellent service and exceeded tip compensation of 25% or more
- Built guest retention by making personal connections, and coupling positive attitude with quality service

INVOLVEMENT

Aurora University

Honors Society: Delta Mu Delta

- A national business honor society whose purpose is to recognize academic achievement by business students

College of DuPage

Honors Society: Phi Theta Kappa

- Students who meet academic standards and provides opportunities for the development of leadership and service

Darden

Employment Program: Giving Back to the Sea

- A program that benefits local food pantries and community kitchens

Mari Patel

990 Randall Road | North Aurora, IL 60100 | 630-555-5555 | Mari.Patel@gmail.com

SUMMARY

Compassionate nursing student with strong clinical skills including IVs, vital signs, and client/patient assessment. BLS (CPR/AED) for Healthcare Provider Certified. Able to accurately document, chart and look up information on EMR (Electronic Medical Record) Multilingual: fluent English and Hindi, conversational Spanish.

EDUCATION

Aurora University, Aurora, IL 5/2019
Bachelor of Science in Nursing
Minors: Biology, Psychology GPA: 3.472/4.0

Dean's List Spring 2015, Fall 2015, Spring 2016
Psi Chi Psychology Honors Society
Phi Eta Sigma Honors Society

CLINICAL EXPERIENCE

Linden Oaks, Naperville, IL *Inpatient Psychiatric Unit* 3/2019 – 5/2019
Adventist LaGrange Hospital, LaGrange, IL *Medical / Oncology Unit* 1/2019 – 2/2019
Lurie Children's Hospital, Chicago, IL *Pediatric / Orthopedic Unit* 11/2018 – 12/2018
Advocate Good Samaritan Hospital, Downers Grove, IL *Medical / Surg.* 9/2018 – 10/2018

EXPERIENCE

Office of Student Activities, Aurora University, Aurora, IL 08/2017 – Present
Student Worker

- Properly check out equipment (games, paint, billiards supplies, etc.) to students and staff
- Fulfill clerical duties such as answering and transferring calls as well as filing documents, delivery of documents from the office to other departments in a confidential manner
- Create, hang, or distribute posters and fliers throughout the school to promote events hosted by the Activities Programming Board/ Office of Student Activities

ACTIVITIES

Student Nursing Association, Aurora University, Aurora IL 9/2016 – Present
Member, Treasurer (August 2015-May 2016), Vice President (August 2016-present)

- Coordinate and participate in Blood Donor drives with 43 donors participating in 2015 and 62 donors in 2016, the highest participation within the last 5 years
- Encourage participation in fund raising projects including sales of AU/RN clothing
- Manage social media including Facebook group

Aurora University Science Organization, Aurora University, Aurora IL 1/2017 – Present
Member, Vice President (May 2015 – May 2016)

- Served as Co-Chair for annual 5k Run/Walk, raising funds for Habitat for Humanity, event raised \$2,300 in 2015

Leadership Education And Development Program (LEAD) 10/2017 – Present
Aurora University, Aurora IL

- Serve as member of team coordinating annual "Day Without Shoes" which raises awareness of global and local poverty. Team gathered over 400 pairs of shoes in 2015 to send to the poor in Guatemala
- Participate in annual "Sleep Out On The Quad" which increases awareness of the issue of homelessness in the community

Nikita Ivory

505-533-3555 | nivory@yahoo.com | www.linkedin.com/in/nikitaivory

OBJECTIVE

A career focused leader with a strong attention to detail and possesses excellent research, teamwork and communication skills. Bilingual in English and Russian.

EDUCATION

Aurora University, Aurora IL

May 2019

Bachelor of Science in Biology, GPA 3.8/4.0

- Dean's List Fall 2017-Fall 2018
- Phi Eta Sigma Freshman Honor Society

RESEARCH EXPERIENCE

The Morton Arboretum, Lisle, IL

September 2018-December 2018

Soils Research Intern

- Collected, sorted, and analyzed data under specific directions of the head researcher
- Conducted general and detailed soil surveys throughout the grounds
- Created various soil conditions by mixing or pounding together variety of soils and minerals
- Participated in assisting 2-3 other labs with their field work to gain experience in other fields

EMPLOYMENT HISTORY

Starbucks, Aurora, IL

December 2017-Present

Barista

- Manage multiple tasks at once such as accurately taking and filling orders
- Clean and sanitize work area, utensils, and equipment
- Check and adjust temperatures of freezers, refrigerators, or heating equipment to ensure proper functioning
- Communicate effectively and provide customers with product details, such as coffee blend or preparation descriptions

Fox Valley Park District, Aurora, IL

June 2017-August 2017

Camp Counselor

- Supervised 15-18 campers by implementing the district's safety regulations from the handbook
- Directed junior counselors to accomplish tasks such as preparing snack, gathering craft supplies, and helping the children with their needs
- Planned and participated in recreational games, art projects and other activities with the campers
- Attended daily meetings to coordinate daily plans with other counselors and art teacher

AURORA UNIVERSITY ACTIVITIES

Leadership Education And Development (L.E.A.D.)

November 2015-Present

Aurora University Science Organization

August 2017-Present

SELECTED RESEARCH SKILLS

- Sample various soils
- Accurately collect, record and analyze data
- Correct use of microscope
- Proper lab safety

ADDITIONAL SKILLS

- English and Russian – Fluent
- Microsoft Word, Excel, and PowerPoint – Intermediate level

Janelle Diaz

543 Simple Street • Aurora IL 60506 • 555-555-7055 • JanelleDiaz@gmail.com

~ Strong Communicator ~ Customer Service Focused ~

Career focused individual with an emphasis on attention to detail. Strong written and oral communication skills with ability to successfully present to large groups. Able to bring “customer first” mentality, great team focus, and the ability to lead others for successful outcomes.

EDUCATION

Aurora University, Aurora, IL 05/2019
Bachelor of Arts in Communication and English
GPA 3.8/4.0

Waubonsee Community College, Sugar Grove, IL 06/2017
Associate of Arts

EMPLOYMENT

History Farm of St. Charles Park District, St. Charles, IL 04/2015-Present
Interpreter

- Educate large groups of up to 30 people about each historical site
- Exhibit strong customer service skills in resolving guest complaints or conflicts
- Help with programming for school programs with emphasis on guest experience
- Obtained CPR certification

Waubonsee Community College, Sugar Grove, IL 10/2015-03/2017
Receptionist (Director of First Impressions)

- Directed phone traffic for admissions, finance, faculty and career service staff of 25-30
- Updated student and faculty display boards and managed student and faculty id cards
- Created reports on Excel, edited student profiles on Campus Vue and learned PeopleSoft

HONORS AND AWARDS

- Dean's List, Aurora University
- Honor's Program student, Waubonsee Community College
- Sigma Tau Delta member
- Phi Eta Sigma member

ACTIVITIES

AU Spartan Media, Aurora University, Aurora, IL 08/2017-05/2019
Reporter

- Interviewed faculty and students for student news articles
- Wrote articles ranging from news, arts and entertainment and opinion
- Worked independently and collaboratively with staff of 5-10 students
- Learned and applied APA Style
- Helped increase readership by 25% in Fall 2017 from previous year

LASO, Aurora University, Aurora, IL 08/2017-05/2019
(Latin American Students Organization), *Member*

- Participated in planning and carrying out retreats and events on campus
- Fundraised for retreats and conferences

Charlie Williams

♦ Aurora, IL 60506 ♦ 630.555.5555 ♦ cwilliams33@gmail.com ♦
♦ www.linkedin.in.com/in/charliewilliams ♦

Successful communications management and digital media skills include:

- Blogger "Traveling Charlie"
- WordPress / Tumblr
- Website development
- Twitter @travelingcharlie
- TV / Video Production
- Media campaigns
- AP Style
- Digital Media
- Podcasts / Live Streaming

EDUCATION

Aurora University, Aurora IL

Bachelor of Arts, Communication

December 2019

Double Minor: **Digital Media, English**

GPA 3.87/4.0

INTERNSHIPS and MEDIA EXPERIENCE

University Communications, Aurora University, Aurora IL

August 2018 – Present

Communications Intern

- Apply AP style to create effective press releases regarding university successes and events
- Cover events, taking journalistic photos, interviewing key participants and writing story
- Set up photo shoots, including lighting and placement of individuals in a setting to tell university's story
- Prepare articles, blogs, and tweets for various media utilized by the university

Traveling Charlie, Aurora IL

December 2017 – Present

Blogger / Social Media

- Write weekly blog about bicycle travel in the U.S. and abroad
- Create and cultivate "Traveling Charlie" website (www.travelingcharlie.com)
- Tweet and live chat with followers about trips and tips
- Linked from several travel sites including Rick Steves, Travel Illinois, Midwest Destinations, and Mountain Bike Magazine

British Isles Travel Promotions (BITP), Dublin, Ireland

May 2017 – August 2017

Bicycle Travel Report Intern

- Traveled 45 to 80 kilometers (30-50 miles) daily by bicycle across England, Scotland and Ireland
- Uploaded content for a twice-weekly blog on traveling the British Isles by bicycle, including photos, video clips, and written content
- Provided tips for international travelers seeking to tour in the British Isles
- Received BITP "Ace Blogger" award for the summer season based on number of Twitter and Blog followers

INVOLVEMENT

NOLOS, Aurora University

September 2017 – Present

Assistant Editor

- Review and edit submissions for Aurora University's Literary Journal magazine
- Utilize APA style in editing

Community Cycling Center, Chicago IL

January 2015 – Present

Volunteer

- Receive and refurbish donated bicycles, helmets and equipment to be given to low income residents of Cook County IL
- Teach safe bicycling to individuals and classes of up to 5 students