



Academic and Career Enrichment Center

BENEDICTINE UNIVERSITY

RÉSUMÉ WRITING

*For Graduate & Non-Traditional Students, Alumni &
Experienced Professionals*



EXPLORE | EXPERIENCE | ENGAGE | EMERGE

Academic and Career Enrichment Center (ACE)

Benedictine University – Goodwin Hall, Room 214

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Résumé Purpose

Definition: A résumé is an advertisement of who you are in terms of your competencies, accomplishments, and future capabilities. It is your chief marketing tool or calling card for opening the doors of prospective employers.

Expected Results: From the applicant's perspective, résumés are supposed to help get Interviews which, in turn, lead to job offers.

From the employer's perspective, résumés are supposed to communicate value, i.e., what applicants will do for them. In addition, résumés are mechanisms for screening candidates.

Remember, employers are not seeking to hire your history - they want to know your capabilities and competencies.

When writing a résumé, always remember that you are advertising yourself for an interview and not for a job. Job offers only come after interviews. An effective résumé should make a prospective employer want to meet you in person to discuss your qualifications and possible contributions to solving his or her problems. It should clearly and factually communicate to the employer what it is you can do for them. Above all, it should be honest, positive, concise, easy to read, and truly reflect you.

You should write your own résumé; you should not imitate or plagiarize someone else's résumé and letters. You must begin from your own ground of experience in developing a résumé and letters which clearly communicate who you are, what you want to do, and what you are most likely to do in the future for an employer. This takes time, effort, care, and professionalism on your part. No one should do this for you. However, after doing a résumé draft, you should get feedback from at least four others. We invite you to make an appointment with one of our professionals for a résumé review.

A résumé can:

- Discuss your relative experience and communicate your potential value to employers, based on your accomplishments within these experiences.
- Provide information as part of your file in any placement service you use.
- Accompany your application letters in response to vacancy announcements.
- Act as an integral part of the informational interview and/or networking process.
- Focus and convey your job objective and qualifications.
- Serve as supplemental information to employment applications and letters of inquiry about possible job openings.

Résumé Styles and Formats

Before you start writing your résumé, you will need to decide the type of format you will be using. It is best to choose a format that will truly complement your personal attributes, experiences, and skills. While you may be familiar most with the chronological format, there are four major types:

1. **Chronological** - All information is listed in reverse chronological order - most recent first. This is the traditional, commonly used format. It should be used when the position you are applying for is in the same occupation and work environment as your work experience and background. As such, it will highlight your skills and progression within a specific field/industry.
2. **Combined Chronological/Functional** - Emphasizes both skills and specific chronological data. This is best used for new college grads and anyone changing occupations or work environments. The focus is not on strictly work or skills, but instead on how they work together to provide a strong candidate – you.
3. **Functional** - Emphasizes qualifications and skills. This format usually does not include any dates and or much specific information about employers. This format should only be used when no other style is appropriate.
4. **Creative** - Demonstrates your creativity in content, color, arrangement, graphics etc. The only rule is your good judgment. Conservative employers may distrust this type of résumé. Consider using for creative arts, advertising, sales or other creative positions.

Suggested Résumé Components

1. **Name, Address, Phone, E-mail:**

Name may be **bolded** and should be roughly one font size larger than the font of your résumé. If you live on campus, you may choose to include both your campus address and permanent home address, or the one that is the best contact for you. Include the phone number of which you will most likely be reached. Make sure the e-mail address you provide is professional, including your name or initials. Use your Benedictine e-mail or create a professional e-mail address specifically for job searching purposes.

2. **Objective:**

The objective is optional and may also be called the Professional Objective, the Employment Objective, or the Career Objective. State the functional area ("position in sales") or your skill area ("position using my math and communication skills"). This may also state the type of work environment you desire ("in the human services industry"), along with the level ("internship", "trainee", "entry-level"). More information on objectives will follow in this handout. For the advanced professional or career changer, a summary or profile, as described below, may be preferable.

3. **Employment Summary, Professional Profile, or Summary of Qualifications:**

Typically used for individuals with extensive experience in a particular field. State in two or three sentences/phrases your value as a professional to your industry. This is helpful especially when you want to leave your options open and/or when you have had more than one career path. (Example: "Nine years in insurance claims including four years of group training presentations. Three years of promoting local community productions. Currently candidate for Masters Degree in Clinical Psychology.")

4. **Education:**

List institutions from which you have received a degree or certificate, most recent first. Do not include high school. In addition, if you have transferred from another institution and did not receive a degree, this may be left off the résumé. Employers are interested in where you received (or will be receiving) your degree. Include name of degree ("Bachelor of Arts"), date of degree, major(s) and minor(s), GPA if a 3.0/4.0 or better (overall or in major), name and location of institution. **Graduate students typically do not include GPA.** At the Masters level of education, the assumption of commitment to your studies and above average performance is made. Community college attendance or degree is optional to list. You may also include academic honors ("Dean's List, "Scholars Program") here or in a separate category. When work experience becomes as important as academic degrees, consider removal of GPA and honors at that time, and moving this section below work experience.

5. **Employment History/Professional Experience/Work History:**

List employment history in reverse chronological order. This can include your internship experiences, or that can be part of a separate category/section. Include your title, name and location of employer and dates of employment, usually by year, not by month. If you are using the chronological format, describe your accomplishments in each job using action verbs. In addition, you may want to use bullet points for each description, as these aid in the readability of your résumé. If you are using a combined format, may want to include a single statement describing each company or summarizing each position.

6. **Skills, Accomplishments, Abilities, Knowledge, Qualifications:**

A *combined* format will require this section. If you are using a chronological format, you can skip this section. In this section, describe the accomplishments/skills you have acquired through work experience, academic background, extracurricular/community/volunteer activities, etc. These skills should relate to the occupation and setting you want to enter. A good way to assess what is important in the field you wish to enter is by looking at recent job postings of positions you may be interested in and making note of the qualifications required for each position (e.g., strong oral communication skills, organizational skills, and so on). You may organize skill sets/qualifications under separate skills subheadings.

7. **Miscellaneous:**

a. **Special Abilities:**

Include fluency in a foreign language, specialized computer knowledge, and certification or licensing you may hold, information about any papers you have had published. Important relevant abilities should be noted early in the résumé.

b. **Extracurricular Activities, Civic or Community Volunteer Work:**

List organizations and positions of leadership. Do not include high school activities. You may want to include more information such as dates of membership or involvement, info about the organization and/or your responsibilities. If you are an experienced worker, you will most likely not include this section, unless the activities related directly to your work experience.

c. **Professional Affiliations:**

Include memberships in organizations related to your career field. If you are unsure of the appropriate organizations to join, check with your academic advisor, the Career Development office, or see the [Encyclopedia of Professional Organizations](#). **Professional membership becomes particularly important at the graduate level and shows commitment to your field.**

8. **References:**

References are generally not included on a résumé, but instead on a separate reference page. However, your résumé may end by stating "References: Available upon request." This is *optional* these days, as often this can be understood by an employer. In addition, keep in mind: you should have permission from 3 to 5 people to serve as your references. Solicit references who know you in an academic or professional setting, or from volunteer work. See page 14 for sample Reference Page.

Developing the Professional Profile/Summary

The profile functions as a summary within a summary. It's a way to capture the reader's attention. It will be your guide for which content to include and to omit. It sets the focus for not only your résumé but your entire job search. Think of it as a thesis statement for your résumé – everything that follows the objective statement should support it. If some of the information does not, this may not be relevant or needed for this search.

At the simplest level, the career objective may be stated as a professional designation, followed by a specialty area in that field, e.g. Career Counselor - Higher Education, or Public Accountant - Auditing and Taxes, or Sales Representative - Industrial Goods and Equipment. The next level of sophistication in a career objective is to state what level of position you desire. Some possibilities may include entry-level, internship position, middle management, trainee, or managerial.

Beyond these simple formats, the matter becomes more difficult. Here are some ways to organize your career objective:

The Short-Term Format:

Entry-level Accounting position with an Industrial Firm

The Functional Format

Position that includes responsibilities for systems analysis and creating data systems for maintenance of records, evaluation of programs, and projection of future sales trends

The Skills Format

Position that requires knowledge of decision-making models, and application of models to marketing and production planning

Career objective statements should avoid terms like opportunity for advancement, a challenging position, a position dealing with people, a progressive company, a position that requires creativity, a company that recognizes..., a chance to... While these terms may sound nice to the job applicant, they have little meaning to the employer. In fact, they may indicate that the applicant has no idea of his or her career objective. Remember, tell the employer what you can offer to them, not what you wish to gain from them.

Many individuals find it helpful to have two or three different résumés with different objectives. With this strategy, you can target one or two specific areas and maintain a more general objective for positions you may want to apply for but do not specifically fit your original objective.

Additionally, you will want your objective to be clear and to the point. Remember, your objective will set the tone for your entire résumé. Everything in your résumé should somehow relate to your objective.

Some individuals may choose to completely omit the objective statement. This is not recommended for new college graduates or career changers. However, more advanced individuals with extensive work experience may wish to use a career summary, instead. If you do decide to omit the objective, be sure your résumé content clearly conveys the type of position you are seeking.

Résumé Do's and Don'ts

Résumé Do's - Regarding Format

- Use one page, unless you have years of experience - employers only spend 15-20 seconds skimming résumés and you don't want them to feel bogged down with an unnecessary lengthy résumé.
- Keep phrases and sections short (no section of more than ten lines).
- Use indented and "bulleted" statements (with • or something similar before each) where appropriate rather than complete sentences.
- See section on Scanning Résumés into Computer Databases.
- Use bolding, different size type, different fonts, marked phrases, spacing and titled sections and sub-sections to help the readers skim your résumé to find the specific information they are seeking.
- At a minimum, consider **bolding** your section headings and name and **enlarging** headings and name. Make sure your name is as large as or larger than anything else on your résumé.
- Consider using columns when listing coursework, lab techniques, computer hardware/software etc.
- Intentionally order the sections and "bullets" within each section. Criteria should be what you think will be most important to the employer focused on your objective.

Résumé Do's - Regarding Content

- Make sure that 90% to 100% of your content relates to your objective, directly or indirectly.
- Be sure the action verbs maintain consistency in tense - present tense for what you are doing now, past tense for what you did. Make sure you do not repeat action verbs too much!
- Use simple concise terms rather than complex expressions that say the same thing.
- Use quantities, amounts, dollar values where they enhance the description of what you did (e.g., "increased sales by \$100,000 per year").
- Have someone with strong English skills check for spelling, punctuation, and grammar errors or typos.
- See section on Scanning Résumés into Computer Databases.

Résumé Don'ts

- Don't use "I" or "me".
- Don't include hobbies, vocational or social interests unless they clearly contribute to your work abilities or your uniqueness.
- Don't include purely personal evaluations. e.g. "*I am an intelligent and diligent researcher*" - is to be avoided. "*Have finished three major research projects*" - would be included.
- Don't include pictures.
- Don't list references. These are included on a separate sheet of paper.
- Don't forget phone number, area code, or zip code in your contact information.
- Don't list sex, weight, health, or personal irrelevancies.
- Don't highlight problems (divorce, hospitalization, handicaps).
- Don't include addresses of prior employers (city and state are all that's necessary).
- Don't include salary information in your résumé, unless asked to do so.

Final Reminder

Remember that your résumé is a demonstration of your ability to handle written communication. Put as much care and attention into your résumé as you would for a one page advertisement for a fine product.

Résumé Pitfalls:

- too long, short, or condensed
- poor layout and physical appearance
- misspellings, bad grammar, poor punctuation, and wordiness
- lengthy phrases, sentences, and paragraphs
- too slick, amateurish, or "gimmicky"
- too boastful or dishonest
- poorly typed and reproduced
- irrelevant information
- critical categories missing (i.e., objective)
- hard to understand or requires too much interpretation
- unexplained time gaps
- text does not support objective
- unclear objective
- lacks credibility and content

Printing Your Résumé

1. Type your résumé using your own word processing software or in the Benedictine computer lab. Make sure your original gets printed on a laser-quality printer. Ask us about other printing options.
2. Duplicate on résumé quality paper which is heavier and of a better texture than normal paper. Use white, off-white, ivory or a light gray paper. Stay away from the bright-colored paper. Be sure to photocopy from an original that is on white paper and has laser print quality. If you fax your résumé, use a white original.
3. We recommend starting with 100 copies of your résumé. Purchase envelopes and blank sheets to match if you wish. Do not staple if you have a two-page résumé. Use a paperclip. If you think your résumé will be scanned (see section below), do not fold. Use a large envelope.
4. You may wish to produce letterhead sheets for your cover letters. To do that, print blank sheets with your résumé heading (name, address, phone, and e-mail).

Notes about Scanning Résumés

If you will be applying at large organizations or any high tech companies, you should expect that your résumé will be scanned into a computer database. (Even DuPage County scans all résumés and discards the paper original.)

If your résumé and cover letter are scanned, there are implications for you to be aware of, as follows:

- Use white or very light-colored (neutral color), 8 1/2 X 11 paper, printed on one side.
- Use a laser printed original or good quality copy.
- Do not fold or staple.
- Use standard typefaces (e.g., Arial, Times New Roman, and Courier). Plain fonts are best
- Use 10 to 14 point font size. Avoid 10 point Times New Roman.
- Avoid underlining, italics, shaded or boxed text, borders, columns, all vertical lines, horizontal lines if they don't have a blank line before and after, graphics, bolding unless the preceding and following lines are not bolded, and condensed spacing between letters.
- **Do** put your name, address, city, state and phone at the top of each page, a separate line for each above item.
- Some people will write a résumé for scanning on white printer paper with no bolding or lines, all in plain typeface and 12 point font. The contents will be exactly as in a second résumé for reading by a human eye. However, the "reading" résumé will be formatted differently using bolding, different size fonts and typefaces including italics, possibly listing by columns, etc. You can send both résumés, mentioning this in your cover letter, if you are not sure this organization scans. It will be readily apparent which one is for the human eye.

To optimize your résumé's chances of being retrieved from an ATS system:

- In the content of your résumé, be sure to use specific words for objective, skills, experience and knowledge, e.g. "fluent in Spanish and English" instead of "bilingual," "proficient in Excel" instead of "know spreadsheets."
- Use industry or occupational jargon - making sure to spell out acronyms and use them as acronyms.

- Be sure to indicate licenses and certifications that relate to the work you want to do, include computer software that you know, communicate professional memberships you hold (especially important for experienced professionals), and accomplishments in previous work.
- Try to guess the “keywords,” usually nouns, which a hiring manager would use to retrieve a résumé for the kind of work you want to do. Then make sure those keywords are in the text of your résumé.
- If you know the requirements of the position you are applying for (through your networking contact, internal position announcement or classified ad), make sure your résumé uses the same or similar words as those used by the hiring organization in their qualifications requirements or preferences. Of course, only include résumé information that is correct and truthful!
- In short, the contents of a well-written résumé for the human eye should do well for retrieval from the computer “data basement.”

ACTION VERBS & TRANSFERABLE SKILL CATEGORIES

Below is a list of **ACTION VERBS** organized under some common **TRANSFERABLE SKILL** categories. (Transferable skills are “portable” skills that you develop along the way and take with you into other life/work experiences). Identifying your transferable skills can help you market yourself better to employers, and using specific action verbs can help you describe what your skills, abilities, and accomplishments are in your résumé.

Creativity

Acted
Composed
Conceptualized
Created
Customized
Designed
Developed
Directed
Displayed
Drew
Entertained
Established
Fashioned
Formulated
Generated
Illustrated
Imagined
Improved
Initiated
Introduced
Invented
Modified
Originated
Performed
Revised
Revitalized
Shaped
Visualized

Analytical/Financial Skills

Adjusted
Allocated
Analyzed
Appraised
Assessed
Balanced
Calculated
Compared
Computed
Conserved
Estimated
Evaluated
Examined
Forecasted
Inspected
Interpreted
Investigated
Managed
Measured
Prepared
Programmed
Projected
Quantified
Recorded
Reduced
Researched
Reviewed
Surveyed

Organizational Skills

Arranged
Categorized
Charted
Collected
Compiled
Coordinated
Corrected
Distributed
Executed
Filed
Logged
Maintained
Mapped out
Monitored
Obtained
Operated
Ordered
Organized
Planned
Prioritized
Processed
Provided
Purchased
Reviewed
Scheduled
Submitted
Supplied
Updated

Teaching Skills

Advised
Assessed
Coached
Communicated
Developed
Educated
Evaluated

Teamwork/ Team-building Skills

Assisted
Collaborated
Contributed
Cooperated
Coordinated
Helped
Involved

Adaptability/ Flexibility

Acclimated
Adapted
Adjusted
Altered
Anticipated
Changed
Complied

Explained
Facilitated
Guided
Influenced
Initiated
Monitored
Persuaded
Provided
Showed
Taught
Tutored

**Communication/
Interpersonal Skills**

Addressed
Arbitrated
Authored
Communicated
Convinced
Corresponded
Debated
Defined
Edited
Explained
Influenced
Interacted
Interpreted
Lectured
Listened
Moderated
Motivated
Negotiated
Observed
Persuaded
Proposed
Reasoned
Spoke
Summarized
Translated
Wrote

Research Skills

Analyzed

Participated
Shared
Supported
Upheld

Helping Skills

Administered
Advocated
Aided
Alleviated
Answered
Arranged
Assessed
Assisted
Attended to
Benefited
Clarified
Collaborated
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Facilitated
Furthered
Guided
Helped
Intervened
Motivated
Prevented
Provided
Referred
Relieved
Represented
Resolved
Served
Supported
Treated
Volunteered

Showing "Improvement"

Accelerated
Accomplished

Evolved
Learned
Modified
Revised
Reworked

Leadership/ Management Skills

Appointed
Approved
Assigned
Attained
Authorized
Contracted
Controlled
Coordinated
Decided
Delegated
Developed
Emphasized
Enforced
Enhanced
Established
Executed
Handled
Improved
Increased
Initiated
Lead
Managed
Multi-tasked
Navigated
Organized
Oversaw
Planned
Prioritized
Produced
Recommended
Restored
Reviewed
Scheduled
Selected
Streamlined
Strengthened
Supervised
Terminated

Clarified
Collected
Compared
Conducted
Critiqued
Detected
Evaluated
Found
Highlighted
Persuaded
Proposed
Proved
Simulated
Studied
Tested
Trained
Transmitted

PR/Advertising

Advertised
Communicated
Contacted
Corresponded
Developed
Elicited
Enlisted
Influenced
Involved
Marketed
Persuaded
Presented
Promoted
Proposed
Publicized
Recruited
Sold
Solicited

(Adapted from:
www.quintcareers.com
/action_skills.html)

Achieved
Advanced
Boosted
Changed
Corrected
Enhanced
Expedited
Fixed
Furthered
Improved
Overhauled
Rectified
Repaired
Resolved
Restored
Revamped
Revitalized
Saved
Secured
Solved
Streamlined
Strengthened
Updated
Upgraded

Showing "Initiative"

Conceptualized
Created
Developed
Devised
Established
Found
Generated
Implemented
Innovated
Instituted
Introduced
Launched
Pioneered
Proposed
Set up
Started

Technical Skills

Applied
Calculated
Computed
Conserved
Constructed
Converted
Debugged
Designed
Determined
Developed
Engineered
Fabricated
Fortified
Installed
Maintained
Operated
Printed
Programmed
Regulated
Remodeled
Repaired
Replaced
Solved
Specialized
Standardized
Studied
Troubleshooter
Utilized

"Quantifying" Action Words

Cut
Decreased
Eliminated
Increased
Lessened
Lowered
Maximized
Minimized
Rose
Reduced

Sample List of Skills Headings

Check off the functions that best describe your abilities and potential and are in line with your job target. Add any others that are appropriate. Narrow the list to three or four top choices and use these on your functional or combined format résumé.

Management	Interviewing
Advertising	Public Speaking
Secretarial	Fund Raising
Administrative	Career Development
Public Relations	Employment
Accounting	Community Affairs
Communication	Teaching
Design	Systems and Procedures
Engineering	Product Development
Retailing	Testing
Selling	Inspecting
Writing	Promotion
Editing	Investment
Research	Drafting
Finance	Graphic Design
Real Estate	Printing
Counseling	Layout
Medicine	Material Handling
Legal	Market Research
Electronics	Instruction
Data Processing	Programming
Publicity	Presentation
Construction	Production
Culinary	Investigation
Architecture	Computer Knowledge
Supervision	Leadership
Organization	Program Development
Purchasing	Chemistry
Acquisition	Social Work
Planning	Navigation
Scheduling	

The Cover Letter

1. A cover letter must accompany your résumé, unless you or a contact personally delivers the résumé.
2. Address the letter to a specific person. If you don't know to whom to write, call the company switchboard or secretary for the appropriate person's name and title. Generally, your résumé and cover letter should be sent to the department head for whom you would work. An additional résumé and cover letter should be sent to the Human Resources Department recruiter for larger companies.
3. Limit your cover letter to one page of 3 to 4 brief paragraphs. Be precise and concise. Use correct grammar and punctuation and check carefully for typos. Employers use this as an example of your written communication abilities, so spend time writing this document.
4. Do not reproduce your cover letters unless you are doing a mass mailing. Letters should address the qualifications specified for the position and be tailor-made to discuss these qualifications in detail. If you are switching career fields, be sure to address what qualifications you have within the field you are applying for, and explain why you would be a good fit within that organization.
5. When sending a cover letter and résumé, it is best to have the cover letter on the same type of paper as your résumé, the print quality and font type consistent, and the cover letter on top of the résumé. The two should be paper clipped together, folded, (see the section above on scanning) and put in a matching envelope with a typed name and address. Never use meter-type postage.
6. Stop by the Career Development Office downstairs Krasa, room 010, for an information packet specifically addressing Cover Letters.

Cover Letter Format

Your Name

Street Address, City, State Zip

() Phone Number | email

(Note:

Date

Mr. or Ms. First Name Employer

Title of Employer

Organization/Company Name

Street Address

City, State Zip

Dear Mr. or Ms. Employer:

1st Paragraph: Tell why you are writing, usually to apply for a position. Name the position, field, or general area about which you are asking. Explain how you heard of the opening or organization. If a current employee suggested that you look into this opening, include his or her name here. If you heard of the opening through the newspaper, include the name of the publication and the date.

2nd Paragraph: Mention one or two qualifications you think would be of greatest interest to the employer, addressing your remarks to his/her point of view. Explain why you are particularly interested in the organization or type of work. If you have had related experience or specialized training, point it out. Expand on or highlight the information stated in your résumé, but do not just repeat it verbatim.

3rd Paragraph: If appropriate, address the requirements specified in the advertisement. If you need a second paragraph to elaborate on your talents and accomplishments, use this paragraph for that purpose.

4th Paragraph: Close by making a specific request for an interview. If you plan to be in the geographic area of the company, suggest a specific date and time that you will telephone to establish an appointment. Make sure that your closing statement is positive and makes a request for specific action from the reader. Thank your reader for his/her time and consideration.

Sincerely,

(Your handwritten signature)

Your typewritten name

Sample Reference Page

JOHN DOE
1234 Main Street
Chicago, IL 60600
312/555-1166

Dr. Terry Johnson, Associate Professor of Literature and Communications
Benedictine University
5700 College Road
Lisle, IL 60532
630/555-6000 | email@email.com
Former professor and adviser

Ms. Sarah Milsap, Office Manager
Amoco Oil Company
1234 Main Street
Chicago, IL 60606
312/555-0943 | email@email.com
Current supervisor

Mr. Donald Mitchell, Director of Volunteer Services
Little Company of Mary Hospital
1234 Main Street
Evergreen Park, IL 60372
630/555-2451 | email@email.com
Former Supervisor at XYZ Company

Dr. Susan Breaton, Professor of History
Loyola University Chicago
1234 Main Street
Chicago, IL 60608
312/555-9833 extension 256 | email@email.com
Former professor

Reference Page – The reference page should be on the same type of paper as your résumé and cover letter. If possible, make the font and type quality consistent with that of your résumé. It is important to include your name, address, and phone number on the top of the reference page.

It is imperative that you obtain an individual's permission before using them as a reference. It is helpful to your references to give them your résumé so they can see what you are emphasizing. Generally, three to five references will be adequate. At least one or two should be people who have supervised you in a work setting. If you are a new graduate, at least one or two should be faculty from your major academic area. If you are returning to the work force after some time, you may use references who have worked with you in a volunteer capacity. Try to avoid personal character references.

Natalie Nutrition

5700 College Rd
Lisle, IL 60532

(203) 555-2323
Natalie_nutrition@ben.edu

Registered Dietician with many years of combined experience in food service management and supervision (including clinical and community dietetics). Documented record of success having earned recognition as a results-oriented manager. Highest satisfaction derived from solving dietetic management problems. Skilled in evaluating food service activities, counseling, and professional presentations. Fluent in French with ability to converse in Spanish.

EDUCATION

Benedictine University, Lisle, IL 60532

Masters of Science in Nutrition

Completed 2010

Dietetic Internship- University of Chicago Hospital, Chicago, IL

- Educated and advised patients with diet-related disorders on the practical ways in which they can improve their health by adopting healthier eating habits
- Evaluated and improved their treatments
- Delivered group sessions to a range of audiences, including children and patient groups
- Worked as part of a multidisciplinary team to gain patients' cooperation in following recommended dietary treatments
- Educated other healthcare professionals about food and nutrition issues
- Advised hospital catering departments about the specific dietary requirements of patients
- Supported schools in the provision of healthy school meals
- Ran clinics in hospital outpatients departments
- Wrote reports and case notes and maintained accurate records
- Prepared information packs, flyers, and other promotional materials

University of New Hampshire, Durham, NH

Bachelor of Science in Biology

Completed 2005

EXPERIENCE HIGHLIGHTS

Clinical Dietetics

- Programs: Nutrition Principles, Dietary Plans, Food Selection, and Preparation
- Develop and write regular and modified diets
- Recommend nutritional products and subsistence items
- Advise/assist personnel in public dining facilities and food service systems
- Plan, organize, and implement National Nutrition Month activities

Community Dietetics

Working with community groups concerning nutritional needs, including the following:

- Writing nutrition articles for local newspapers and for local and state dietetic bulletins
- Inspecting community nursing home, personal-care homes, and residential care homes

EMPLOYMENT / VOLUNTEER

Nutrition Counseling Services, Chicago, IL	2011-Present
Nutrition Designs, Chicago, IL	2010-2011
Humanity- Board Member	Present
Friendship Force-Treasurer	Present

Shawn Salesman

1234 Main Street Chicago, IL 60600 ▪ Cell: 312-555-1166 ▪ Shawn_smith@ben.edu

SENIOR SALES EXECUTIVE

Strategic Sales & Marketing / Competitive Market Positioning / Team Leadership / Advertising Production

SUMMARY

Top producer with the ability to establish strong, long-term customer relations. Strong business skills to help develop and implement marketing strategies and plans to meet or exceed annual sales and revenue goals. Solid customer service skills and problem-solving abilities for understanding concepts, processes, and identifying needs.

SPECIALITY SKILLS

Operating Systems

- Cross-platform proficiency with PC and Mac

Software Programs

- Proficient with Goldmine, PageMaker, Microsoft Office, and others

Special Interests

- Skilled in Visual Arts including Photography and Design

EDUCATION

M.B.A. Benedictine University, Lisle, IL ▪ June 2008

University of Illinois at Chicago – Circle Campus, Chicago, IL

B.S. Business Administration Major: Marketing ▪ March 2006

EXPERIENCE

Regional Sales Manager

Southwire Specialty Products and Georgia Wire Products ▪ 2004 to Present

- Continuously evaluate, develop, and implement a regional sales and marketing strategy for a 13 state Midwestern territory
- Responsible for tasks, such as: forecasting, budget preparation, P & L analysis, and pricing
- Identify new target markets, trends, and new products
- Determine regional promotional mix
- Oversee a diverse network of distributors, national original equipment manufacturers, manufacturer's representatives, and repair centers

Accomplishments:

- 61 quarters of consecutive growth in both market share and profitability
- Identification of new target markets
- Successful introduction of new products
- Overall diversification of the divisions product mix
- Significant increase in divisional profitability
- Quadrupling of business volume

Account Executive, Northern Air Freight, Inc. ▪ 1997 to 2004

Assistant Manager, Hurricane Auto Center ▪ 1996 to 1997

Complete retailing responsibilities, including the supervision of 5 employees

Financial Consultant, Diversified Investors ▪ 1995 to 1996

HEATHER L. HEALTH, MPH

123 Robin Lane Naperville, IL 60035 | heather_health@ben.edu | (630) 555-1234

Public Health Analyst

Area of Focus: Hospitals and Healthcare ~ Healthcare Services ~ Public Health Policy

QUALIFICATIONS PROFILE

Highly passionate and hardworking public health professional, with extensive experience in healthcare management, health policy, and community health analysis. Equipped with proven ability to deliver presentations to groups; mentor and impart knowledge to students; as well as establish and implement department policies. Skilled in project management, health education, community outreach, consulting, managed care, and medical terminology. Excellent communication skills and listening skills.

SKILLS

Technical

- Applied OSHA regulations to environmental surveys of schools and childcare centers
- Excelled in coursework including Occupational Health and Safety

Educational

- Acted as a safety consultant to schools and childcare centers
- Assisted in the training of new members and gave workshops to staff

Managerial

- Aided managers in the risk management of health and safety regulations
- Utilized organizational behavior skills to help managers redesign their quality assurance and safety programs

EDUCATION

Benedictine University - Lisle, IL ~ **Master of Public Health** - March 2008

Concentrations: Environmental Health Administration; Occupational Health Administration

Valparaiso University - Valparaiso, IN ~ **Bachelor of Science Degree** - May 2006

Major: Chemistry; Minor: Business

WORK EXPERIENCE

Sanitarian, DuPage County Health Department - Wheaton, IL (July 2006 - Present)

- Review and inspect facilities included in the Environmental Health program areas such as Food Sanitation, Potable Water Supplies, Private Sewage Disposal, Solid Waste, and so on
- Complete records of inspections and investigations
- Collect environmental samples under approved standards
- Investigate complaints involving possible violations of health codes
- Participate in the implementation of emergency sanitation procedures
- Provide educational training for operators of facilities in general health

Environmental Safety Intern, Edward Hospital - Naperville, IL (Summer 2005)

- Surveyed infectious waste disposal practices
- Assisted in the development of a training program for the proper disposal of infectious waste

PROFESSIONAL AFFILIATIONS

National Environmental Health Association

Illinois Environmental Health Association

Hugh M. Ahn

2331 West Side Street
Countryside, IL 60525

(630) 555-8025
hmahn@gmail.com

Professional Profile

Proactive business graduate with training and hands-on experience in stock analysis, customer service, marketing, and account development. Extensive training in economics, statistics, and business management. Hands-on experience includes work in business services, individual investment, tutoring, and sales.

Core Skills

Financial Research | Customer Interface | Marketing | Written / Oral Communication | Internet and Microsoft Office Applications | Marketplace Analysis | Customer Satisfaction | Statistics

Professional Experience

Portfolio Management (2012 - Present)

Rodman & Renshaw, Inc., Chicago, IL

- Develop and manage a portfolio of 6 stocks with a 6% average rate of return
- Research and analyze individual company performance with a focused interest in positive marketplace events
- Analyze long-range growth and performance and invest with long-term goals in mind
- Utilize such investments tools as Wall Street Journal, Barron's, Morningstar, Sharebuilder.com, Chasemellon.com, and NBR.com

Better Business Bureau (2008-2012)

Carson Pirie Scott and Company, North Riverside, IL

- Handled customer complaints and assisted with agency marketing
- Processed complaints and forwarded them to companies
- Documents companies responses for internal records
- Compiled business profiles for the general public
- Revised consumer pamphlets and condensed contents into a more concise format
- Files customer complaints, answered telephones, and prepared bulk mailings

Other Experience

Administrative Assistant (2005-2008)

Carson's Corporate Credit Center, Hillside, IL

Senior Marketing Assistant (1998-2005)

Wm. C. Brown/Kendall-Hunt Publishing Company, Dubuque, IA

Education

Bachelor of Art in Management (2014)

Benedictine University, Lisle, IL

- GPA 3.9/4.0, Dean's list, Honors'

Associate Degree in Business (2005)

College of DuPage, Glen Ellyn, IL

CAROLYN M. COUNSELOR

1000 MAIN STREET LOMBARD, IL 60148 | (630) 555-5555 | carolyn_counselor@ben.edu

Mental Health Professional LPC, CADC

Dedicated professional with plenty of knowledge from education as well as hands-on experience in a behavioral health in-patient unit. Knowledgeable in evaluation and treatment options for adults, couples, and families. Easily able to develop rapport with clients. Knowledgeable in English and Spanish.

Qualifications

Trained in CPR for adults and infants
Proficient in all Microsoft Applications
Knowledgeable in SPSS

Personable Skills

Culturally sensitive
Successfully juggle multiple demands
Human Relations and Interpersonal skills

Education

Benedictine University, Lisle, IL August 2016

Master of Science: Clinical Psychology, Sub Specialty: Marriage and Family

- GPA 3.8/4.0, Dean's Lists
- NCE to be completed in April 2016, to acquire licensure of LPC
- Certificate in Addictions Counseling (CADC)-will receive through College of DuPage August 2016

Bachelor of Arts in Psychology June 2013

Relevant Experience

Intern

Good Samaritan Hospital Behavioral Health, In-Patient Unit October 2015- Present

- Focus on short-term hospital care for stabilization and crisis management / intervention
- Provide assessment and short-term crisis stabilization for patients who are unable to function in their environment
- Observed and lead group sessions as well as one on one sessions with patients
- Assist in monitoring and charting vitals, medications, and assessments into the computer systems

Graduate Assistant

Career Development Office, Benedictine University, Lisle, IL October 2015- Present

- Work with students in person and via email to review résumés and cover letters and conduct mock interviews with students
- Assist students to develop and utilize social media tools such as LinkedIn, Facebook, and Instagram
- Deliver career related presentations and workshops and create monthly newsletters using Microsoft Applications including Publisher

Additional Activities and Experience

- Domestic Abuse Training- Family Shelter in Downers Grove, IL-received training in order to offer direct services to victims of abuse. Completed a minimum of 40 hours of training over the course of 8 weeks. The training covers a wide range of topics, from understanding the cultural contexts of violence in America to addressing legal issues that victims face.
- Volunteered with DuPage PADS homeless shelter where I helped set up, take down, clean up, and prepare meals and the overnight living arrangements.
- College Athlete - Tennis and Track, all four years of college where the continued developing of core skills including leadership roles, team building skills, and communication and confidence.

Isaac I. Technology

200 S. West Side St. Naperville, IL 60540

(630) 555-1111 ▪ iitech@gmail.com

Key Qualifications

- Evaluated both hardware and software workstation configurations. Migrated entire organization to Windows Server 2008 network and Microsoft SQL Server. Microsoft Certified Systems Engineer.
- Up-to-date, diverse training in e-Business Management coupled with years of experience in analytical, technical process engineering profession
- Highly productive in team environments as both team member and team leader. Efficient in handling multiple project priorities
- Able to communicate technical information in an easily understandable way. Recognized for relationship building with team members and clients. An effective listener.
- Innovative problem solver. Committed to goal achievement. Dependable.

Technical Skills

e-Business and B2B Infrastructures and Consumer Payment Protocols, ERP, e-Procurement, Selling Chain Management, Customer Relationship Management, MS Word, MS Excel, MS Access, HTML, Dreamweaver, JavaScript, Windows 10/XP/Vista/2014

Education

Benedictine University, Lisle, IL ▪ Master of Science, Management Information Systems ▪ 2008

Concordia University, Chicago, IL ▪ Bachelor of Science, Computer Information Systems ▪ 1999

Employment History

Software Company, Inc., Chicago, IL

Manager, Product Support (2008-Present)

- Supervise 40 technical Product Support Specialists
- Ensure high levels of customer satisfaction with Product Support by hiring and retaining well-qualified staff and providing technical and service skills training
- Determine which products and technologies are supported by Product Support Group
- Acquire training for Product Support Specialists on new products and technologies
- Contribute to various technical publications, such as: monthly newsletter, biannual software guide, and technical notes

Bay and River Components, Chicago, IL

Manager, End User Computing (2003-2008)

- Administered and implemented local area and all associated applications
- Developed, implemented, and maintained standards for personal computer hardware (PC and Mac) and software
- Managed hardware and software acquisition

Amanda J. Accountant

300 Main Side St. Lisle, IL 60532
(630) 555-1234ajaccountant@yahoo.com

PROFESSIONAL OBJECTIVE

A position in the accounting department of a growing corporation

SUMMARY OF QUALIFICATIONS

- Academic training gained through Master of Science in Accountancy and Bachelor of Arts in Accounting
- Strong skills in interpreting complex tax matters with concern for savings plans, investment avenues, and credits
- Skill in establishing profit and loss projections, cash flow projections, and financial controls
- Ability to draft, write, and edit technical publications with clarity and conciseness

EDUCATION

BENEDICTINE UNIVERSITY, Lisle, IL
Master of Business Administration, Focus in Accounting, 2008
Magna Cum Laude

NORTH CENTRAL COLLEGE, Naperville, IL
Bachelor of Arts, Accounting, 2003
Magna Cum Laude

PROFESSIONAL EXPERIENCE

2007-Present GREY TECHNICAL SUPPORT, INC., Naperville, IL

Assistant Controller

- Establish corporate accounting systems and procedures with the design of a computerized system for current accounting practices
- Provide audit preparation and write-up; post journal entries to general ledger; compile working papers and monthly financial statements for auditors
- Responsible for profit and loss projections, cash flow projections, and cash disbursements
- Prepare all Federal/State tax returns consistent with statutory requirements

2004-2007 THE SHEPHERD CORPORATION, Oswego, IL

Assistant Controller

- Designed and implemented a new accounting system with two-member support staff
- Maintained accounts payable verification, check writing, and weekly cash flow forecasts
- Responsible for Federal/State corporate income tax returns

2002-2004 SLOANE EQUIPMENT CORPORATION, Joliet, IL

Accounting Conversion Staff

- Contracted assignment through the Technical Aid Corporation
- Performed accounting duties and functions during conversion of manual accounts payable procedure to computerized system

Alexander T. Administrator

897 Maple Ave
Naperville IL, 60564
Alexander_Administrator@ben.edu

(708) 123-4456

University Program Director / Advisor / Training & Development Leader

Strategist and Management Leader ▪ Greek Life Director ▪ Related University Roles

Strong management experience in a wide variety of roles within multiple high-pressure settings with skills that can be utilized to positively add value to programs/processes at the university administration level. Skill base summary includes but is not limited to the following:

- Program Development / Facilitation
- Training Development
- Team Leadership
- Materials/ Facility Management
- Operations Management
- Teaching, Mentoring, and Motivation
- Multi-Task Project Management
- Budget Management

Education / Awards

Benedictine University, Lisle IL
Bachelor of Arts in Organizational Leadership
(May 2002_)
- **ROTC Scholarship Winner**
- **Distinguished Military Graduate**
- **Kappa Alpha Order, President**
- **Student Government Association**

UNITED STATES ARMY/NATIONAL GUARD

Security Clearance:

- Top Secret Security Clearance

Recognition:

- 5 Army Commendation Medals-Operation Enduring Freedom
- Army Achievement Medal
- The National Defense Medal
- Army Service Medal

Summary of Qualifications

Proven track record working with all levels of personnel and on projects in materials management, inventory control, shipping, logistics, and multiple distribution areas as well as highly disciplined military training through the U.S. Army Reserves, and National Guard.

Regarded by industry peers as fair, knowledgeable, consistent, and trustworthy leader who strives for a high level of quality while meeting and exceeding quantity objectives.

Excellent verbal and written communication skills; able to organize and present training or other materials to a group.

Reputation as a team player and achiever who applies leadership skills to advanced managerial tasks.

Team-based leadership philosophy and supervisory style, proven ability to successfully direct the integration of cross-functional teams, internal departments, and personnel to build organizations; develop ongoing training program, and execute on-campus organizational plans.