



# Academic and Career Enrichment Center

BENEDICTINE UNIVERSITY

## RESUME WRITING FOR UNDERGRADUATES

WORKFORCE READINESS:



EXPLORE | EXPERIENCE | ENGAGE | EMERGE

*Academic and Career Enrichment Center (ACE)*

Benedictine University – Goodwin Hall, Room 214

5700 College Road, Lisle, IL 60532

(630) 829-6041

(630) 829-6043 fax

[career@ben.edu](mailto:career@ben.edu)

[www.ben.edu/ace](http://www.ben.edu/ace)

# Resume Purpose

**Definition:** A resume is an advertisement of who you are in terms of your competencies, professional accomplishments, educational history, 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, resumes are supposed to help get interviews which, in turn, lead to job offers.

From the employer's perspective, resumes are supposed to communicate value, i.e., what applicants will do for them. In addition, resumes 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 resume, **always remember that you are advertising yourself for an interview.** An effective resume 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 resume; you should not imitate or plagiarize someone else's resume or letters. You must begin from your own ground of experience in developing a resume 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 resume draft, you should get feedback from at least four others. We invite you to make an appointment with one of our professionals for a resume review.

## A resume 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.

# Resume Styles and Formats

Before you start writing your resume, 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 resume. *Consider using for creative arts, advertising, sales or other creative positions.*

# Suggested Resume Components

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

Name may be **bolded** and should be roughly one font size larger than the font of your resume. If you live on campus, you may choose to include your campus 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:**

This 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.

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

This section is designed to catch the reader's attention and communicates who you are and what you have to offer, emphasizing relevant skills and competencies to the position/field. It can be used in place of an objective statement or in addition to one. State in two or three sentences/phrases your relevant information about your employment history, skills and experiences. 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. **Branding Statement:**

A branding statement is a short, catchy statement that communicates how you add value and how you produce results. It addresses function or area of expertise with an emotional appeal. It is typically used by experienced job seekers, but also can be used by students. A branding statement can pair with a professional profile or summary. [See resume example on page 18.](#)

5. **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 resume. 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. 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.

6. **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 resume. If you are using a combined format, may want to include a single statement describing each company or summarizing each position.

7. **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.

8. **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 resume.

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

List organizations and positions of leadership. *Do not* include high school activities, unless you are a freshman and are writing your first resume. You may want to include more information such as dates of membership or involvement, info about the organization and/or your responsibilities, accomplishments and/or skills gained.

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 research appropriate organizations online. Professional membership becomes particularly important at the graduate level and shows commitment to your field.

9. **References:**

References are generally not included on a resume, but instead on a separate reference page. The statement "References: Available upon request" on a resume is not necessary as this is 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 Career Objective

The objective is often a category that appears first on the resume. 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 resumes 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 resume. Everything in your resume should somehow relate to your objective.

Some individuals may choose to completely omit the objective statement because the cover letter will address the type of position to which one is applying. However, if a resume is posted online without an accompanying cover letter, or submitted by itself online, it may be helpful to include an objective statement so an employer knows what job/career area(s) one is targeting. In lieu of an objective, candidates may choose to use a summary or professional profile, instead, which communicates who you are and what you have to offer that is relevant to the position. Often, this section better captures the attention of the reader than does an objective statement, and is more impactful.

# Resume Do's and Don'ts

## Resume Do's - Regarding Format

- \* Use one page, unless you have years of experience - employers only spend 20 - 30 seconds skimming resumes and you don't want them to feel bogged down with an unnecessary lengthy resume.
- \* 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 Resumes into Computer Databases.
- \* Use bolding, different size type, all caps, marked phrases, spacing and titled sections and sub-sections to help the readers skim your resume 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 resume.
- \* 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.

## Resume 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 Resumes into Computer Databases.

## Resume 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 resume, unless asked to do so.

## Final Reminder

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

## Resume 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 Resume

1. Type your resume using your Microsoft Word and make sure your original gets printed on a laser-quality printer. Ask us about other printing options.
2. Duplicate on resume 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 resume, use a white original.
3. While in most cases, resumes will be emailed or uploaded, there will be times when you will be mailing your resume or bringing it in person to an organization or for an interview. Purchase envelopes and blank sheets to match your resume paper. Do not staple if you have a two-page resume. Use a paperclip. If you think your resume 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 resume heading (name, address, phone, and e-mail).



# Notes about Scanning Resumes

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

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

## To optimize the scannability of your resume:

- 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 resume 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 resume for reading by a human eye. However, the "reading" resume will be formatted differently using bolding, different size fonts and typefaces including italics, possibly listing by columns, etc. You can send both resumes, 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 resume's chances of being retrieved from the "data basement:"

- In the content of your resume, 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 resume for the kind of work you want to do. Then make sure those keywords are in the text of your resume.
- 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 resume uses the same or similar words as those used by the hiring organization in their qualifications requirements or preferences. Of course, only include resume information that is correct and truthful!
- In short, the contents of a well-written resume for the human eye should do well for retrieval from the computer "data basement."

## SAMPLE ACTION VERBS

abstracted	determined	interviewed	registered
achieved	developed	invented	reinforced
administered	devised	investigated	requested
adapted	diagnosed	launched	regulated
advised	diagrammed	lectured	rendered
allocated	directed	led	reorganized
analyzed	discovered	logged	repaired
arbitrated	dispensed	maintained	represented
arranged	disproved	managed	researched
assembled	distributed	marketed	responsible
assigned	documented	measured	restored
assisted	drafted	mediated	reviewed
audited	drew up	mobilized	revised
authored	edited	monitored	scheduled
briefed	effected	negotiated	selected
budgeted	eliminated	observed	served
built	employed	obtained	simplified
calculated	enforced	operated	sold
campaigned	enlarged	ordered	spoke
catalogued	established	organized	strengthened
chaired	evaluated	oversaw	studied
charted	examined	participated	supervised
classified	executed	performed	supplied
collaborated	expanded	planned	synthesized
collected	expedited	prescribed	tabulated
compiled	experimented	presented	taught
completed	explained	printed	tested
composed	facilitated	processed	trained
computed	filed	procured	translated
conducted	formulated	produced	typed
conserved	founded	proficient	typeset
consolidated	generated	profited	wrote
constructed	guided	programmed	
consulted	handled	promoted	
contracted	hosted	proofed	
controlled	identified	proposed	
coordinated	illustrated	protected	
corresponded	implemented	provided	
counseled	improved	purchased	
criticized	increased	raised	
critiqued	influenced	received	
defined	initiated	recommended	
delegated	inspected	recorded	
delivered	installed	recreated	
demonstrated	instituted	recruited	
designed	instructed	reduced	
detected	interpreted	referred	

## 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 resume.

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
Boating	Architecture
Aviation	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 resume, unless you or a contact personally delivers the resume.
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 resume and cover letter should be sent to the department head for whom you would work. An additional resume 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 resume, it is best to have the cover letter on the same type of paper as your resume, the print quality and font type consistent, and the cover letter on top of the resume. 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 O10, for an information packet specifically addressing Cover Letters.

# Cover Letter Format

## Your Name

Street Address, City, State Zip

( ) Phone Number, email

*(Note: Your name and contact information from your letterhead and should match what you have on your resume and references page exactly.)*

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 resume, 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 typewritten name

# Sample Reference Page

JOHN DOE  
3434 West Side Avenue  
Chicago, IL 60600  
312/555-1166 | johndoe@johndoe.com

Dr. Terry Johnson, Associate Professor of Literature and Communications  
Benedictine University  
5700 College Road  
Lisle, IL 60532  
630/555-6000 (or direct number)  
Current Advisor and Professor

Ms. Sarah Milsap, Office Manager  
Amoco Oil Company  
718 South LaSalle Street  
Chicago, IL 60606  
312/555-0943  
Current Supervisor

Mr. Donald Mitchell, Director of Volunteer Services  
Little Company of Mary Hospital  
2766 West 95th Street  
Evergreen Park, IL 60372  
630/555-2451  
Former Supervisor at XYZ Company

Dr. Susan Breaton, Professor of History  
Loyola University Chicago  
800 North Michigan Avenue  
Chicago, IL 60608  
312/555-9833 extension 256  
Former Professor

**Reference Page** – The reference page should be on the same type of paper as your resume and cover letter. If possible, make the font and type quality consistent with that of your resume. 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 resume 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.

# Tania P. Science

248 W. Maple Ave. Lisle, IL 60532

(630) 829 – 0000

[tania\\_science@ben.edu](mailto:tania_science@ben.edu)

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## SUMMARY

Enthusiastic, highly motivated college freshman seeks an opportunity to work in a laboratory setting in the College of Science at Benedictine University. Offers relevant work experience in addition to strong organizational, communication and time management skills.

## EDUCATION

**Bachelor of Science, Major: Health Science, Minor: Psychology** Expected: May 2020  
Benedictine University, Lisle, IL

- Recipient of St. Benedict Award and Presidential Scholarship Award

## RELEVANT WORK EXPERIENCE

**Floater/Laboratory Assistant**, Department of Public Works June – August 2016  
Dupage County Health Department, Wheaton, IL

- Ensure laboratory equipment and materials are cleaned, organized and properly stored
- Order supplies for department and monitor inventory
- Assist up to 10 laboratory staff employees in running water quality experiments and tests
- Developed ability to multi-task and adapt to a variety of situations

## ADDITIONAL EXPERIENCE

### Server/Hostess

Cheesecake Factory, Oakbrook, IL December 2014 – August 2016

- Served a large volume of customers in a friendly and efficient manner
- Demonstrated strong interpersonal communication skills when interacting with customers
- Awarded “Employee of the Month” on three occasions

### Summer Camp Volunteer

West Suburban Special Recreation Association, Downers Grove, IL June – August 2014

- Engaged special needs children in a variety of recreational activities
- Assisted camp counselors with preparing meals and completing office tasks

## ACCOMPLISHMENTS/ACTIVITIES

- Valedictorian, Lisle High School June 2016
- Team Leader, Youth Group, Local Church September 2013 – 2015
- Summer Science Fair Judge, Lisle Elementary School June 2014

# John R. Marketing

5875 West Naperville Road • Wheaton, IL 60187 • (630) 223-5987 • jrmarketing@aol.com

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<b>OBJECTIVE</b>	To apply office experience and strong computer skills to a Student Worker position at Benedictine University
<b>SKILLS</b>	<ul style="list-style-type: none"><li>• Proficient in MS Word, PowerPoint, and Excel</li><li>• Excellent time management skills developed through balancing academic work and extracurricular experiences</li><li>• Conversational Spanish skills developed through education and travel abroad</li></ul>
<b>EDUCATION</b>	<b>Benedictine University, Lisle, IL</b> <u>Bachelor of Business Administration</u> Expected: May 2017 <ul style="list-style-type: none"><li>• Major: Marketing Minor: International Business</li></ul>
<b>CLASS PROJECTS</b>	<b>Marketing and Promotions:</b> Developed Integrated Marketing Communications program for undergraduate business department that successfully met enrollment goal <b>Entrepreneurship:</b> Applied business principles to planning, organizing and operating the entrepreneurial enterprise with a major case analysis and presentation. <b>Management:</b> Analyzed the changing role of the middle manager within corporate America as part of a major research project.
<b>WORK HISTORY</b>	<b>The Levant Group, Wheaton, IL</b> Summer 2015 <u>Receptionist/Office Assistant</u> <ul style="list-style-type: none"><li>• Greeted clients in person in a friendly manner.</li><li>• Practiced good phone etiquette and fielded a large volume of calls.</li><li>• Assisted with special projects such as assembling mailings and writing business letters using MS Word.</li><li>• Performed data entry using MS Excel with accuracy and efficiency.</li></ul> <b>Ukrainian-American Youth Association, Chicago, IL</b> 2012-2014 <u>Camp Counselor</u> <ul style="list-style-type: none"><li>• Oversaw 20 children enrolled in camp.</li><li>• Assisted supervisor in organizing and conducting daily educational activities</li></ul>
<b>LEADERSHIP</b>	<ul style="list-style-type: none"><li>• Yearbook Manager, Nequa Valley High School 2012 - 2013</li><li>• Team Captain, Volleyball, Nequa Valley High School 2011 - 2012</li><li>• Student Council President, Nequa Valley High School 2010 - 2011</li></ul>
<b>VOLUNTEER</b>	<ul style="list-style-type: none"><li>• Mentor, Ukrainian-American Youth Association 2010 - 2012</li><li>• Volunteer, People's Resource Center 2009 - 2011</li><li>• Mentor, Big Brothers/Big Sisters Organization 2009 - 2010</li></ul>
<b>ADDITIONAL</b>	<ul style="list-style-type: none"><li>• Traveled extensively abroad to Europe, Mexico and Asia 2009 - 2012</li><li>• Participant in 5k run to raise money for Lupus Foundation 2010 - 2011</li></ul>



# Francine A. Finance

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111 Kaneland Avenue • Lisle IL 60532 • 630-829-0000 • 630-829-0001(cell) • [Francine\\_finance27@ben.edu](mailto:Francine_finance27@ben.edu)

## CAREER OBJECTIVE

**Self-motivated, college graduate** seeking a Financial Analyst or Credit Analyst position where my education and relevant internship experience would allow me to quickly contribute to the company.

## SKILLS

- Strong accounting and financial aptitude as demonstrated by solid academic record
- Excellent relationship building skills gained through internship and retail experiences
- Strengthened time management skills by balancing school, work and outside activities
- Proficient in MS Word, Power Point, Excel, Access; familiarity with QuickBooks and SAP

## EDUCATION

**Bachelor of Business Administration**, Major: Finance Projected completion: May 2016  
Benedictine University, Lisle, IL

- G.P.A.: 3.9/4.0
- Worked 25 hours per week while attending school and financed a portion of my education
- Relevant Courses include: *Managerial Finance & Advanced Finance, Managerial Accounting, Cost Accounting, Price Theory, Money and Banking, Strategic Management, Marketing Mgmt.*

## WORK EXPERIENCE

**Finance/Credit Analyst Intern** June 2015 - present  
Mid-America Bank, Oakbrook, IL

- Apply fundamental financial analysis techniques such as cash flow measurement to explain changes in balance sheets and income statements.
- Assisted personal bankers with servicing customers; gained knowledge of banking products
- Received “Outstanding Intern” award for performance in customer service

**Sales Associate** September 2012 – May 2015  
Marshall Field’s Department Store, Schaumburg, IL

- Promote a positive customer experience by consistently providing friendly and efficient service and by resolving issues with professionalism.
- Trained 20 new employee associates on policies, procedures and customer service brand
- Demonstrated initiative and wrote extensive training manual for newly hired associates

## EXTRACURRICULAR ACTIVITIES

### Benedictine University

- **President, Business Club** September 2014– present
  - Created and organized direct mail fundraising effort to businesses that yielded \$2,000 in donations to be used for club speakers and events.
  - Actively collaborated with Investments Club to hold panel discussion titled, “Investing for the Future,” which generated 100 student attendees.
- **Cancer Walk Team Captain** March 2014 – June 2014
  - Team earned recognition of “Top Team” for collecting the most donations
- **Volunteer, VITA, Low income Tax Assistance Program** March 2014 – April 2014

# Benjamin J. Business

100 Main Street, Lisle, IL 60532

630-555-5555

benjamin\_business@ben.edu

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## ***Energetic Business Student with entrepreneurial spirit and passion for leading others to achieve success***

**EDUCATION:**      **Benedictine University, Lisle, IL**      May 2016  
Bachelor of Arts, Business and Economics  
GPA: 3.7/4.0

### **QUALIFICATIONS:**

- Launched an innovative online business with a colleague that sells electronics for a cheaper rate, allowing customers to decide on price
- Exhibit leadership skills through entrepreneurial experience, as well as through role as President of Student Government
- Utilize strong written communication skills within the classroom as well as out in the workforce, receiving high praise for conveying arguments in an effective and concise manner
- Manage 15 employees in a retail setting, delegating tasks and resolving conflicts
- Collaborate with customers to resolve problems in a calm, professional manner
- Proficient in Microsoft Office products, such as Word, Excel, and PowerPoint, as well as Adobe InDesign, Dreamweaver, and HTML

### **WORK EXPERIENCE:**

**ElectronicsYourWay.com, Lisle, IL**      2014-Present  
*Co-Owner*

- Design and maintain online website with over 500,000 daily users, keeping all information current and within legal standards
- Devise new marketing strategies to recruit more loyal users, offering promotions and other incentives
- Provide effective customer service skills when dealing with complaints

**Buy Our Stuff, Naperville, IL**      2013-2014  
*Assistant Manager*

- Promoted from Sales Associate to Assistant Manager within 3 months
- Increased sales by 15% within 3 months once gaining management role

### **ADDITIONAL EXPERIENCE:**

President of Student Government, Benedictine University      2014-Present  
Active member of Business Club, Benedictine University      2014-Present  
Volunteer Income Tax Assistance (V.I.T.A.) Program      2013

# Austin M. Accountant

123 N. Main St. · Oswego, IL 60543 · (630) 555-5555 · [aaccountant@ben.edu](mailto:aaccountant@ben.edu)

**PROFILE:** Highly motivated and disciplined accounting graduate seeks a full-time position in the profession. Demonstrated ability to multi-task and meet tight deadlines. Personal strengths include: critical thinking and problem solving, along with excellent interpersonal communication skills acquired through internship and work experience, volunteer activities and team sports.

**EDUCATION:** Benedictine University, Lisle, IL  
**Bachelor of Business Administration** December 2014

- **Double Major: Accounting and Finance**
- Major GPA: 3.8/4.0; Cumulative GPA: 3.3/4.0
- CPA Eligible by August 2015
- Member of Illinois CPA Society

**RELEVANT COURSES:**

Managerial Accounting	Managerial Finance	Financial Accounting
Investments	Cost Accounting	Microsoft Excel Lab

**INTERNSHIP:** *Midcon Corporation*, Lombard, IL January-December 2014  
**Accounting Intern**

- Prepared daily reports for managers and supervisors using Excel
- Reconciled summary statements for customers
- Allocated natural gas flows to specific Point Accountants
- Attended bi-monthly staff meetings regarding various issues, such as departmental reorganization and assignment of PINS to accountants
- Collaborated with accountants via telephone to gather information
- Awarded Educational Scholarship for successful completion of internship
- Evaluated for excellent performance as an intern by supervisor

**EXPERIENCE:** *Woodridge Currency Exchange*, Downers Grove, IL May 2012- Dec. 2013  
**Currency Exchange Clerk**

- Conduct morning balancing and auditing
- Assist in end of month summary recaps
- Responsible for license work, such as: titles, transfers, license stickers and plates
- Execute check cashing and other cash transactions, including: buying and selling foreign currency, transmitting Western Union via data entry, and money orders
- Oversee the receiving of incoming currency

**ACTIVITIES:** *Benedictine University* August 2013 - Present  
**Elected College of Business Senator**

- Represent and voice concerns of student body to university administration
- Collaborate with executive board and 30 senators to coordinate events for student body

**Member of Accounting Club**

- Actively participate in clubs' meetings and events, contributing to vision and initiatives of organization

# Caroline M. Chemist

[caroline\\_chemist@ben.edu](mailto:caroline_chemist@ben.edu)  
(630) 555-5555

100 S. Main Street  
Lisle, IL 60532

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**OBJECTIVE** An entry-level chemistry position offering challenging work in the fields of Biotechnology and Research & Development

**EDUCATION** **Bachelor of Science**, Major: Biochemistry/Molecular Biology May 2013  
Benedictine University, Lisle IL

- GPA: 3.4/4.0
- American Chemical Society Accreditation

**RELEVANT COURSES**

Analytical Chemistry	General Chemistry
Organic Chemistry	Biochemistry
Biophysics	Interm Metabolism
Cell Biology	Molecular Biology
Protein Lab	Recomb DNA Lab

**RELATED WORK EXPERIENCE** **Internship** Summer 2012  
DuPage County Crime Laboratory, Wheaton, IL

- Performed qualitative and quantitative analysis of drug samples utilizing wet chemistry and instrumental techniques
- Developed methods for analysis of alkaloid drugs utilizing gas chromatography

**Teaching Assistant** (Organic Chemistry & Spectral Analysis) 2011 - present  
Benedictine University Chemistry Department, Lisle, IL

- Aid students in laboratory procedure and lecture-related material
- Answer students' inquiries about various lecture topics
- Set up and prepared labs for class
- Ensured students followed proper protocol and laboratory procedures

**LAB SKILLS**

- Qualitative and quantitative analytical techniques and organic synthesis
- Wet chemical and instrumental techniques
- Microbiological and immunological procedures
- Knowledge of polymer systems
- Instrumental experience includes: atomic absorption spectroscopy, gas chromatography, nuclear magnetic resonance spectroscopy, ultraviolet visible spectrophotometry, infra-red spectroscopy, coulometry, high performance liquid chromatography, and differential scanning calorimetry

**ACTIVITIES**

- American Chemical Society, Chapter Organizer, Benedictine University
- Cross Country and Track, Benedictine University
- Photographer of College Newspaper, "Candor" Benedictine

**AWARDS**

- Rookie of the Year in Cross Country
- All-Conference in Cross Country

# Susan M. Roy

5700 College Road · Apt. 4 · Lisle, IL 60532 · 630-829-0000 · [susanmarieroy@yahoo.com](mailto:susanmarieroy@yahoo.com)

## PROFILE

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- Highly motivated engineering student with strong technological knowledge developed from outside interests, which include programming and repairing computers.
- Excellent communication and relationship building skills acquired through work experience, academic projects, volunteer activities, and team sports
- Knowledge in programming languages including Java, Visual Basic and C++ as well as competence in using Microsoft Word, PowerPoint, Excel and Access.
- Familiarity with AutoCAD computer aided design. Quick study in learning new systems.

## EDUCATION

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Enrolled in 3+2 program – Benedictine University and Illinois Institute of Technology (IIT)

**B.A. Engineering Science**, Benedictine University, Lisle, IL

Projected: May 2017

**B.S. Computer Engineering**, IIT, Chicago, IL

- GPA: 3.5/4.0 at Benedictine
- Awarded St. Benedict Scholarship for academic merit

## RELEVANT COURSES

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Introduction to the Engineering Profession

General Chemistry and Lab

Calculus with Analytics and Lab

University Physics and Lab

Introduction to Computer Science

Engineering Design

## EMPLOYMENT

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Lifetime Fitness, Warrenville, IL

**Assistant Manager/Membership Sales Associate**

June 2012 - present

- Demonstrate effective interpersonal skills and positive attitude in all customer interactions
- Quickly provide resolution to customer issues in a professional and diplomatic manner
- Assist with selling memberships and promoting club to prospective members

## LEADERSHIP AND SERVICE

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Benedictine University Affiliations:

**Elected Student Senator, College of Science**

August 2013 - present

- Effectively represent and voice concerns of student body to university administration
- Collaborate with executive board and 30 senators to coordinate programming and events on campus

**Freshman Orientation Leader**

August 2012 - present

- Presented to groups of freshman on academic requirements, student life and the registration process
- Developed strong rapport with a diverse group of students, utilizing strong interpersonal skills

Community Involvement:

Volunteer Tutor, People's Resource Center, Wheaton, IL

June 2012 - Dec. 2013

# Theresa Lynn Technology

5555 Oakwood Dr., Apt. A  
Lisle, Illinois 60532

(630) 555-1234  
theresa\_technology@ben.edu

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## OBJECTIVE

To obtain a position in the IT field, utilizing knowledge, skills, and experience within the field

## EDUCATION

Benedictine University, Lisle, IL

**Bachelor of Science in Computer Science**, GPA 3.3/4.0

May 2012

- Relevant coursework: Data Structures and Algorithm I & II, Computer Systems, Object Oriented Programming, Discrete Math, Software Engineering.
- Scholars Program Participant

## SUMMARY OF SKILLS

### Technical

- **Programming Languages:** JAVA, C++, Oracle, Python, SQL, C#, Visual Basic, HTML
- **Software Applications:** MS Office, Eclipse, IDLE, Adobe Photoshop
- **Operating Systems:** Windows, Mac, UNIX

### Languages

- Bilingual in English & Spanish

### Additional

- Possess well-developed communication and presentation skills, acquired through coursework and enriched through field experience
- Developed and maintained strong organizational skills while balancing academic workload with full-time work

## EXPERIENCE

**Independent Contractor**, Lisle, IL

2011-present

- Design databases for customer and employee project profiles using SQL for Dames & Moore/M.C.E.

**Software Engineering Project**, Lisle, IL

2012

- Completed senior project for customer, involving software development life cycle, software documentation, software maintenance and support. Phases included programmer's choice of computer, language, and operating system based on customer needs.

## VOLUNTEER & LEADERSHIP

- Senior Citizen Food Drive, Humanitarian Service Project, West Chicago, IL 2011
- President of Computer Science Club, Lisle, IL 2011-2012
- Volunteered at the Woodridge Food Pantry, Woodridge, IL 2010-2011

## Pamela S. Psychology

100 S. Main Street  
Lisle, IL 60532  
(630) 555-5555  
pamela\_psychology@ben.edu

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**OBJECTIVE:** To build experience in the field of mental health, focusing on child and adolescent populations

**EDUCATION:** Benedictine University, Lisle IL May 2015  
*Bachelor of Arts, Psychology*  
GPA: 3.7/4.0, Dean's List

### FIELD EXPERIENCE:

Linden Oaks at Edward, Naperville, IL January – May 2015

#### *Behavioral Health Intern*

- Work with children, adolescents, adults, and the elderly in various inpatient programs, such as eating disorders, self-injury, and geriatrics
- Observe group sessions with various clients, applying ideas of Yalom's group therapy
- Shadow counselors and other behavioral health employees within different sessions
- Talk with clients to better assess their needs
- Conduct intake interviewing with patients as they enter the facility
- Gained knowledge of various behavior modification techniques and treatment planning

### RELATED EXPERIENCE:

Benedictine University, Career Development Office, Lisle, IL 2013-3014

#### *Career Peer Advisor*

- Assisted students with resume reviews and mock interviews, both in person and virtually
- Collaborated with career staff and assist with programming efforts
- Delivered workshops on career-related topics
- Performed general office duties, such as setting up appointments, making phone calls, and organizing files

Lisle Township Park District, Lisle, IL 2012 – Present

#### *Head Camp Counselor*

- Responsible for children ages 5-13, usually groups of 10-15
- Coordinate activities for groups, planning each day's schedule
- Lead group meetings and presentations to all staff
- Organize events, such as plays and recitals, to perform for parents

### ORGANIZATIONAL INVOLVEMENT

Member, Student Chapter, American Counseling Association 2012 - Present

Volunteer Mentor, Big Brothers, Big Sisters Organization 2011 - 2013

## Natalie A. Nutrition

104 N. Main St.  
Naperville, IL 60540  
(630) 555-1234

[natalie\\_nutrition@ben.edu](mailto:natalie_nutrition@ben.edu)

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**Professional Objective:** To secure a position as a nutritionist or dietician in a fitness center facility

**Education:** **Benedictine University**, Lisle, IL May 2008  
**Bachelor of Science**, Major: Nutrition, GPA: 3.7/4.0  
Dean's List all four years  
Anticipated Registered Dietician after graduation

**Relevant Coursework:** Therapeutic Nutrition Nutrition Counseling Lab  
Clinical Nutrition Assessment Lab Exercise Physiology  
Nutrition Education Community Nutrition  
Nutrition through the Life Cycle Food Science Lab

**Related Experience:** **Life Time Fitness**, Warrenville, IL January 2007 -Present  
*Dietetic Intern*

- Shadow Registered Dietician four to five days a week
- Sit in on a balanced nutrition seminar held with 30 members each month
- Learn the protocol and rules of working in a fitness center facility
- Observe appointments with individuals and small groups
- Introduce members to educational information about nutrition and exercise
- Talk to members to promote and spread awareness of our services
- Assist with providing a free nutritional assessment session
- Design new marketing strategies to better endorse our services
- Collaborate with Personal Trainers and other staff to work on a team to better assist members with their questions, concerns, and diet plans
- Help build nutritional plans for each member

**Other Experience** **Whole Foods**, Naperville, IL February 2006-December 2007  
*Cashier*

- Promote a healthy lifestyle while talking with customers
- Engage in one-on-one conversation with customers about their own dietary concerns
- Ring up sales, clean sales floor, stock inventory

**Activities** **Benedictine University**, Lisle, IL

- Nutrition Club – President (current), Member (all four years)
- Softball and volleyball (all four years)