



Creating a Resume

30 Seconds to Make a First Impression

Calumet College of St. Joseph



Experience. Future. Success.

eWorkshop

Resume

Showcases
your skills

Describes
your
experience

Does not
exceed
one page

Is clear &
concise



Resume Sections

Name & contact info

Skills Summary

Education

Experience

Optional Additional Section

Name & Contact Info

- Include your full name, address, phone, and email
- Be sure your email is straightforward – no “puppyX_Xwuver” type addresses
- Put all your contact info on one line to save space

Mary Strong

123 Anywhere Street, Hereville, USA • (219) 555-1234 • mstrong@email.com

Bill Great

123 Anywhere Street, Hereville, USA • (219) 555-1234 • bgreat@email.com

Skills Summary

- Quickly catch an employer's eye
- Specific knowledge: computer software, languages, certifications
- "Soft skills": interpersonal skills, strong work ethic, time management
- List skills you can support with examples

Check out
"Skills Summary
Examples"
Resource

- Proficient in Microsoft Office
- Ability to handle confidential or sensitive information
- Ability to work independently or with a team
- Excellent problem solving, time management and organizational skills
- Outstanding customer service and phone skills
- Fluent in spoken and written Spanish

Administrative support professional experienced working in fast-paced environments demanding strong organizational, technical, and interpersonal skills. Trustworthy, ethical, and discreet; committed to superior customer service. Confident and poised in interactions with individuals at all levels. Detail-oriented and resourceful in completing projects; able to multi-task effectively.

Education

- Always list newest to oldest, with school, city & state
- List your degree and when you received it (or expect to)
- Include any honors received and GPAs over 3.5
- List any special training, certifications, or licenses
- If you have limited experience, you can list “relevant coursework”
- Do not include high school info

EDUCATION

Calumet College of St. Joseph, Whiting, IN
Bachelor of Science, Business Management
Dean’s List all semesters, GPA 3.7

Anticipated May 20XX

Experience

- List your most recent work experience first, including the company name, city & state. List your title.
- Include dates of employment (month & year)
- Use action words/verbs and bullet points to highlight your tasks and accomplishments.
- Ask yourself: Why were the tasks I performed important? What did I achieve or help to achieve?
- Don't discount school or volunteer activities

Check out
"Building Better
Bullet Points"
Resource

EXPERIENCE

Assistant Front Office Manager

Fancy Hotel, Anywhere, USA

June 2008 – May 2011

- Promoted rapidly from front desk clerk to assistant front office manager at an upscale hotel
- Oversaw all operations including restaurant, housekeeping, and maintenance
- Troubleshoot and resolved problems, mediated staff disputes, and handled customer complaints
- Participated in front desk staff recruitment, hiring, training, scheduling, and supervision

Additional Optional Section

Awards & Honors

- Scholarships
- CCSJ Honors

Volunteer Activities

- Church Activities
- Community Service

Activities & Awards

- CCSJ Clubs
- Other awards/honors

Military Experience

- Branch, trainings
- Timeframe

Professional Associations & Activities

- Organizations
- Volunteer Work

CHRISTOPHER P. GOMEZ

49303 Rolling Road
Bloomdale, IL 54321
(123) 456-7890

QUALIFICATIONS SUMMARY

- Proven leadership skills; able to successfully motivate and support people
- Knowledgeable in MS Office software
- Fluent in written and spoken Spanish
- Able to handle confidential or sensitive information

EDUCATION

Bachelor of Arts, Sociology; Minor: Human Development, expected August 2004
Virginia Polytechnic Institute and State University (Virginia Tech), Blacksburg, VA
GPA: 3.1

Related Courses

Deviant Behavior	The Family in the Ecosystem
Sociology of Law	Adolescence and Early Childhood
Families Under Stress	Sociology of Corrections

RELATED EMPLOYMENT AND COLLEGE ACTIVITIES

Resident Assistant, Residential and Dining Programs, Virginia Tech
Blacksburg, VA, September 2001 – present

- Develop programs for, advise, and manage 60 residents
- Enforce residence hall policies
- Serve as a liaison between residents and student affairs administration

Panel Member, Honor Court System, Virginia Tech

- Blacksburg, VA, September 2002 – present
- Serve as a student representative on the University Judicial Panel
- Consider alleged violations of the honor system to determine guilt or innocence

Hotline Assistant, (Volunteer), RAFT Community Crisis Center
Blacksburg, VA, January 2001 – present

- Assist, advise, and refer individuals on issues related to personal needs
- Trained six volunteers in counseling techniques and procedures
- Coordinate personnel scheduling

OTHER WORK EXPERIENCE

Waiter, Backstreets, Blacksburg, VA September 2001 – present (during college)
Sales Clerk, Homeline Department Store, Dover, DE Summer 2002
Laborer, Walt Construction, Dover, DE Summers 2000 & 2001

AWARDS & HONORS

Harold T. Smith Scholarship	Dean's List (two semesters)
National finalist, Hallmark Award Art Competition	Governor's State Scholarship

Includes relevant coursework

Lists unrelated work in a separate section

Combination of work and school activities

Adam Wright

411 Banks Ave.
Elyria, OH 44035
440-555-9999
adamwright@fastmail.com

Summary of Skills

Knowledgeable in Microsoft Office Suite, QuickBooks
Team player who is able to learn quickly and meet deadlines

Different
format

Education

B.S. in Accounting, Bowling Green State University, May 2008
A.A.S. in Accounting, Lorain County Community College, May 2005

Relevant Course Work

Financial Accounting	Managerial Accounting	Cost Accounting
Federal Taxation	Corporate Finance	Auditing
Effective Business Writing	Speech Communications	Information Systems

Work Experience

Junior Accountant

Homanick Inc., Akron, Ohio September 2006-present
Handle monthly journal entries; analyze sales/marketing monthly expenses and sales representatives' gross receipts; create spreadsheets; handle special projects.

Accounting Intern

Burry and Associates, Akron, Ohio May-August 2006
Reviewed and corrected accounting entries, assisted with financial planning input and analysis, and generated reports. Accounting corrections revealed nearly \$50,000 in unpaid bills and mislaid funds.

Billing Coordinator

Corpora Corp., Elyria, Ohio June 2002-August 2005
Handled collections on more than 500 past due accounts; reconciled payment discrepancies; resolved client billing and eligibility issues.

Crew Leader

Michael's Muffins, Elyria, Ohio June 2000-May 2002
Supervised crew of seven workers and managed bakery's daily operations.

Uses semicolons
instead of bullet
points

Eleanor Strong

123 Anywhere Street, Anywhere USA ~ (219) 555-1234 ~ eleanor@email.com

Summary of Qualifications

Four years experience in the Criminal Justice industry, including designing emergency preparedness plans and overseeing implementation of disaster prevention programs. Presently assisting with commercial loss prevention and have personally contributed to an overall 25% decrease in materials theft.

Education

Michigan State University – Lansing, Michigan 2007
Master of Science, Criminal Justice

Grand Valley State University – Allendale, Michigan 2004
Bachelor of Science, Criminal Justice – Emphasis in Juvenile Justice and Law Enforcement

Professional Experience

Barton's – Grand Rapids, MI July 2005 – Present
Loss Prevention Specialist

- Identify internal and external theft and fraud through the use of industry technical triggering devices such as CCTV, Loronix, and Intagral
- Control, advise or subdue disruptive clientele, material apprehenders and legal violators
- Assist with training in verbal de-escalation and criminal apprehension

Tarnak Extension Protection Services – Lansing, MI May 2004 – September 2005
Program Specialist

- Prepared, designed and wrote training manuals for the Emergency Management Team
- Assisted the Senior Fire Specialist with the Firewise program
- Collected information to put together a Michigan crop yield report and plant list

Barker Medical Center – Lansing, MI December 2004 – April 2005
Intern

- Developed a bomb threat search guide to be used to help staff determine the areas of highest priority
- Participated in mock disaster trainings designed to help the hospital determine resource utilization during emergency situations
- Designed disaster family preparedness training course for hospital staff and administration

Bureau of Alcohol, Tobacco, Firearms and Explosives – San Antonio, TX May 2004 – December 2004
Intern

- Maintained a database related to the Project Safe Neighborhood program
- Reviewed surveillance videos for cases and assisted agents in file and report completion
- Participated in site visits and security meetings

Industry Related Training and Volunteer Experience

Hazardous Materials	Incident Command Center Training
Decontamination Training	Evaluator Training
Techniques for Aggression Management	Diversity Training

207th District Court Domestic Abuse Response Team (DART) Volunteer
United Way Connections for Children Program Volunteer
United States Department of the Treasury Parole Violators Control Volunteer

Bullet points are specific and descriptive

Includes specific training and volunteer work

Creating a Resume

Time to get started!
Click the link below to open a resume worksheet.



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 Career Services
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