

# Résumé Writing Guide

## DO<sup>S</sup>

- **Be Clear and Concise:** Your résumé has a much better chance if it is well-organized and easily scanned. An employer may take only 10 seconds or less to determine if it is worth a second look!
- **Be Attentive to Detail:** Offer consistency with the arrangement of section headers, indentations, blocks of text, the use of font treatments, and white space. Then, create a format which is readable and appealing to the eye. The size of your font will generally fall between 10 to 12-point, and typical margin sizes should be .5 to 1-inch. Sending your résumé as a PDF may help preserve formatting.
- **Be Positive:** Highlight your achievements and start statements or phrases with adverbs, followed by verbs, denoting positive activity (e.g. successfully introduced, effectively applied, etc. See the *Action Verbs* list for ideas.). Be sure these words reflect your chosen field.
- **Be Relevant:** Include key, industry terms used in the job description and company profile. This will also help if the employer uses scanning software to review résumés.
- **Be Careful:** Double-check for typographical errors and mistakes in grammar, spelling, and punctuation. Don't hesitate to consult a dictionary - spell check does NOT catch everything!
- **Be Resourceful:** Use The Center for Career and Professional Development's résumé critiquing services - it only takes a few short days for a comprehensive review with feedback.
- **Be Professional:** After perfecting your résumé, find a quality printer and good paper. Both are available in The Center for Career and Professional Development, FREE OF CHARGE, to print your final version.
- **Be Proactive:** Post your résumé as part of your LinkedIn profile and build your brand online.

## DON'T<sup>S</sup>

- Use résumé templates and wizards found in computer software programs. The tabled formats are difficult to modify, and your résumé needs to stay updated at all times! Instead, open a blank word processor document for your first draft.
- Use the personal pronoun, "I."
- List an unprofessional email address or phone number with an unprofessional voicemail recording or ring back tone - that's the fastest way to lose out on interview opportunities.
- Include opportunities that were "off the book" or where you were paid "under the table."
- Fabricate information, as that can result in future termination from a job.
- Add personal information, which may generally include: hobbies, religious affiliation, date of birth, etc. Résumés for opportunities abroad may require some personal information, however.
- Give reasons for changing past employers.
- Use the same résumé over and over again - tailor it to your audience.
- Go over a one-page résumé, unless you have two pages of directly relevant experience. Even then, some formatting edits may keep things to a single page. Be sure to consult with The Center for Career and Professional Development before submitting a two-page résumé.



The Center for Career and  
Professional Development

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[@UCCareerdevelop](#) (Twitter and Instagram)

The Center for Career and Professional Development at Utica College (LinkedIn)

<https://utica.joinhandshake.com/login> (Handshake)

# Key Competencies Sought by Employers

The National Association of Colleges and Employers defines career readiness as the acquisition and ability to demonstrate several **key competencies** that prepare students for a successful transition from college to the workplace. These competencies are:

1. **Critical Thinking/Problem Solving** - Analyze, interpret knowledge and data to make decisions and overcome problems
2. **Oral/Written Communications** - Articulate clearly and effectively; express ideas
3. **Teamwork/Collaboration** - Collaborate with colleagues and customers representing diverse groups
4. **Digital Technology** - Efficiently use existing technology and adapt to new and emerging technologies
5. **Leadership** - Use interpersonal skills to guide and motivate; organize, prioritize and delegate work
6. **Professionalism/Work Ethic** - Demonstrate effective work habits, integrity and ethical behavior
7. **Career Management** - Identify and articulate skills and experiences; identify career goals and navigate job options
8. **Global/Intercultural Fluency** - Demonstrate inclusiveness; value and respect diverse cultures

*Adapted from NACE's "Career Readiness Defined"*

## Action Verbs

Listed below are verbs commonly associated with specific field areas and skills. This list is not exhaustive, so feel free to generate your own. Use these verbs to help you craft position descriptions and highlight achievements in your résumé.

<b>Management/Leadership Skills</b>	Achieved, administered, arranged, articulated, assigned, attained, chaired, completed, conceived, conducted, contracted, convened, coordinated, created, delegated, designed, developed, directed, earned, employed, executed, facilitated, influenced, initiated, instituted, instructed
<b>Research Skills</b>	Analyzed, annotated, appraised, assessed, authored, briefed, calculated, catalogued, categorized, charted, coded, collected, compared, compiled, composed, computed, conducted, consolidated, corresponded, created, critiqued
<b>Teamwork/Interpersonal Skills</b>	Articulated, arranged, briefed, collaborated, communicated, completed, contacted, convened, coordinated, delegated, elicited, facilitated, fostered, influenced, initiated, inquired, instructed, interviewed, introduced, listened, mediated, motivated
<b>Financial Skills</b>	Acquired, activated, administered, allocated, analyzed, applied, assessed, briefed, calculated, catalogued, categorized, channeled, coded, compiled, computed, conducted, defined, delivered, derived, designed, developed, devised, drafted, formulated, projected
<b>Teaching/Training Skills</b>	Adapted, advised, assigned, coached, collaborated, communicated, counseled, critiqued, demonstrated, designed, developed, directed, educated, evaluated, examined, facilitated, focused, guided, implemented, instituted, instructed, introduced, motivated, stimulated, trained, tutored
<b>Administrative/Detail Skills</b>	Administered, arranged, assembled, briefed, catalogued, categorized, coded, collected, compiled, contacted, coordinated, classified, distributed, edited, executed, grouped, identified, inventoried, located, maintained, monitored, regulated, reserved, retrieved, scheduled, validated, verified
<b>Communication Skills</b>	Addressed, advertised, consulted, conveyed, convinced, corresponded, debated, described, discussed, explained, expressed, incorporated, interacted, listened, marketed, mediated, negotiated, participated, recruited, reinforced, resolved, responded, suggested, summarized, translated

# Reverse Chronological Résumé Examples

## NAME

Street Address City, State Zip  
(Area Code) Phone • Email  
Customized LinkedIn URL

## OBJECTIVE

Tailor the objective to the specific position and organization. Indicate what you can do for them, based on your relevant skills and qualifications.

## AND/OR

## KEY QUALIFICATIONS / SKILLS / PROFILE

Use key qualification statements to emphasize skills or even certifications you possess that are relevant to the position, organization, or field.

## EDUCATION

List your most recent degree first. Also include: major/minor/concentration, institution name and location, date of graduation, and GPA if it is higher than a 3.0. Don't include high school.

You may wish to add subcategories which identify the courses you have taken, honors/awards received, scholarships, study abroad, major research projects, etc.

## EXPERIENCE

Employment, internships, fieldwork, skilled volunteerism, and relevant organizations with active membership may all be experiences to highlight. As you gain more experiences over time, you can separate this section into career-related experience and supporting experience. Be sure to include your title, name and location of the organization, a description of duties performed (including the variety of assignments, amount of responsibility held, number of people supervised, special accomplishments, etc.), and dates.

To create an effective description of your experiences, include the following:

- **Beginning:** Start each description with an action verb; this not only captures important skills employers seek, but helps grab their attention quickly.
- **Middle:** Describe with whom or with what you worked: students, customers, clients, teams, products, etc.
- **End/Result:** Why was this duty or responsibility important? What was the overall outcome or goal? This is a good place to utilize numbers or metrics if they are relevant. What did this task do to: enhance, develop, market, increase, etc.?

## ACTIVITIES, AFFILIATIONS, ORGANIZATIONS, etc.

Title, name of organization, location, brief description (optional) of what you did, and dates.

## Ryan P. Thomas

4 Smith Rd. Utica, NY 13501 • RThomas@gmail.com • (315) 792-3087 • www.linkedin.com/in/RyanThomas

## Key Qualifications:

- Experience implementing human resource functions in a professional office
- Possess polished customer service and interpersonal skills
- Highly effective time and project management skills
- Demonstrate integrity and practice ethical decision making at all times
- Certified Microsoft Office Specialist (MOS)

## Education:

Bachelor of Science in Management, Utica College, Utica, NY (3.4 GPA) May 2020  
• Concentration in Human Resource Management

## Experience:

Utica College, Integrated Information Technology Services, Utica, NY August 2016 - Current  
Computer User Services Intern (August 2019 - Current)

- Successfully recruit, interview, and hire over 40 student computer help desk employees
- Create and update over 100 pages of training material, used to facilitate orientation sessions
- Supervise all student employees, providing leadership in delegating tasks, offering instruction, and motivating employees to perform through compensation incentive programs
- Utilize performance evaluations to provide feedback and support professional growth
- Aid the supervisor in the approval of timesheets and other payroll functions
- Efficiently manage related projects, including: employee databases, identifying actionable office goals, and streamlining standard operating procedures

Computer User Services Desktop Migration Intern (August 2018 - August 2019)

- Supervised over 25 student employees, ensuring high productivity and quality of work to maintain customer service standards
- Trained 5 Desktop Migration employees on policies and procedures
- Created over 75 pages of training manuals and materials, including standard protocol and procedures for completing desktop migrations, cutting migration times by 25%

Computer User Services Help Desk Assistant (August 2016 - August 2018)

- Assisted students and employees by troubleshooting and solving software and hardware issues
- Answered incoming phone calls, provided walk-in help, and scheduled appointments for repairs

Utica College Society for Human Resource Management, Utica, NY August 2018 - December 2019  
President

- Provided leadership to 15 members, holding biweekly meetings to solicit member ideas and feedback
- Organized fundraisers to underwrite professional development programs with the MVSHRM Chapter
- Oversaw recruitment and retention efforts, growing membership by 150%

## Volunteer Experience/Affiliations:

Food Service Aide, Mother Marianne's West Side Kitchen, Utica, NY November 2018 - Current  
Member, Utica College Diversity Committee, Utica, NY August 2017 - Current  
On-Call Volunteer, Stevens-Swan Humane Society of Oneida County, Utica, NY June 2015 - May 2017

## DUANE NICHOLS

1600 Burrstone Road Utica, NY 13502  
(315) 792-3087 • dnichols@utica.edu  
linkedin.com/in/duanenichols

## OBJECTIVE

Goal-driven criminal justice student with excellent organizational and analytical skills seeking to obtain the internship position at the New York State Division of Homeland Security and Emergency Services' Oriskany location.

## QUALIFICATIONS

- Academic knowledge of national critical infrastructures and the emergency management response cycle
- Familiar with FEMA's leadership and communication structure, the Incident Command System, and the National Incident Management System
- Demonstrate strong interpersonal and professional communication skills
- Knowledgeable in MS Excel and Google Sheets database software
- Possess FEMA certifications in the following:
  - o IS-00200: ICS for Single Resources and initial Action Incident
  - o IS-00100: Introduction to Incident Command System ICS-100

## EDUCATION

Utica College, Utica, NY Expected Graduation May 2021  
Bachelor of Science in Criminal Justice; Concentration in Homeland Security  
• Dean's List Recipient (4 semesters)  
• Relevant Coursework: Terrorism, Homeland Security and Counter Terrorism, Emergency Management, Security Administration, Statistics in the Behavioral Sciences

## WORK HISTORY

Utica College Frank E. Gannett Memorial Library, Utica, NY September 2017 to Present  
Circulation Desk Attendant

- Effectively communicate while assisting students, faculty, and staff with locating books and other resources.
- Support library initiatives to make technology accessible to users by checking equipment for functionality.
- Independently completed a large-scale inventory project, creating an Excel spreadsheet for over 1400 archive materials.

Oneida County Workforce Development, Utica, NY May 2017 to Present  
Youth Counselor (seasonal)

- Co-administer a summer youth employment program, supervising 20 individuals across 8 employer sites.
- Develop professional relationships with area employers to generate viable employment sites, adding 2 new sites to the program.
- Meet weekly with other counselors and supervisors to provide employer site updates and collaborate to develop and implement program quality improvements.

## ORGANIZATIONAL MEMBERSHIPS

Utica College Organization of Justice Studies, Utica, NY September 2017 to Present  
Member

- Network with students, discussing professional trends and resources available within the justice studies fields.
- Volunteer with the group during community events such as the Oneida County Intergenerational Clean-Ups.
- Participate in site visits to regional employers, including the New York City Police Department's Headquarters.

Utica College Brothers on a New Direction, Utica, NY September 2017 to Present  
Member

- Attend meetings to coordinate campus-based cultural and social events, attended by up to 100 students.
- Serve as a mentor to an inner-city youth, role-modeling appropriate behavior, providing friendship, and offering support with homework.

## Maria Avdic

800 Genesee Street, Utica, NY 13502  
(315) 792-3087 • myavdic@utica.edu  
www.linkedin.com/in/mariaavdic

## OBJECTIVE:

To obtain the Patient Advocate position at Mohawk Valley Health System and apply comprehensive departmental knowledge obtained through 2 years of volunteerism in the Patient Information Office.

## QUALIFICATIONS:

- Excellent interpersonal communication skills with patients, co-workers, and supervisors
- Work effectively in fast-paced environments with strong attention to detail
- Certifications: CNA, CPR and First Aid
- Fluent in Bosnian

## EDUCATION:

Bachelor of Science in Health Studies, Utica College, Utica, NY (3.8 GPA) May 2020

## HEALTHCARE EXPERIENCE:

Patient Information Volunteer, Mohawk Valley Health System, Utica, NY June 2018-Present

- Maintain knowledge about patient rights, assisting patients and families with understanding advanced directive options, including healthcare proxies, living wills, DNRs, and MLOSTs
- Demonstrate exceptional customer service when speaking with patients and families
- Conduct research on state and federal healthcare laws, generating reports for supervisors
- **Achievement:** Developed the Office's first multi-lingual brochure, translating information from English to Bosnian; worked closely with Spanish, Russian, and Vietnamese translators to oversee quality assurance

Volunteer Health Educator, Oneida County Health Department, Utica, NY May 2018-Present

- Accompany staff to community information sessions, co-facilitating presentations on public health issues such as emergency preparedness, vaccinations, environmental health, and flu prevention
- Carefully coordinate logistical details for on and off-site events, paying special attention to the facilities, physical set up and accessibility of the events
- Assist in marketing upcoming events, writing and distributing press releases, managing social media accounts, and serving as a liaison to broadcast, radio, and print media news outlets
- **Achievement:** Led the Department's first social media marketing initiative, creating accounts on Facebook and Twitter

Nurse's Aide, Rome Memorial Hospital, Rome, NY September 2016-May 2018

- Assisted nurses on a medical-surgical floor, caring for 10-15 patients daily
- Accurately recorded patients' vitals and provide support with patients' personal care and grooming
- Closely followed all care and safety protocols and HIPAA regulations

Student Health Aide, Utica College Health Center, Utica, NY September 2016-May 2018

- Scheduled up to 25 appointments daily, ranging from routine physicals to women's health
- Maintained patient procedure rooms and filed confidential medical records
- **Achievement:** Successfully migrated 300 student athletes' medical information to electronic records

## COLLEGIATE ACTIVITIES:

Member, President (2017-2018), Health Studies Student Society September 2016-Present  
Athlete, Women's Volleyball Team August 2016-Present

# Reverse Chronological Résumé Examples

## Shania Mensah

123 Burrstone Road, Utica, NY 13502 • (315) 792-3087 • skmensah@utica.edu

### Profile

Ambitious student with experience traveling to over 15 countries in the Middle East, Latin America, Africa, and Europe seeking the Refugee Resettlement Intern position at the International Rescue Committee. Experience working with diverse racial and ethnic groups in leadership positions and as a member of a team. Demonstrate strong communication skills and the ability to manage projects requiring attention to detail. Possess a working knowledge of Twi and French.

### Education/Honors

Utica College, Utica, NY

May 2020

BA in International Studies; Minors in French and Human Rights Advocacy  
Thesis: "The International Protection of Internally Displaced Persons"

- Member, Sigma Iota Rho International Studies Honor Society

### Service and International Experience

Mohawk Valley Resource Center for Refugees, Utica, NY

September 2018 - present

Intern, Restoring Family Links

- Work jointly with the American Red Cross and the International Committee of the Red Cross to locate and reconnect refugees with missing family members around the world
- Assigned to 8 cases, helping to reconnect separated families due to conflict or disaster in various countries; successfully resolved 4 cases within 5 months
- Attend community events to establish connections and market the program within ethnic communities in the area, demonstrating familiarity with cultural norms to provide appropriate outreach and resources

Jewish National Fund Caravan for Democracy, Israel

January 2019

Delegate

- Met with political and community leaders to discuss the relationship between diversity and democracy
- Participated in numerous pre-trip conference calls with experts on various topics pertaining to the region to develop an understanding of the socio-political circumstances in the country

Be Like Brit, Grand Goâve, Haiti

June 2018

Aid Worker, "Bristonary"

- Lived and worked in the Be Like Brit orphanage for a 3-week period, working with a 5-person leadership group to implement recreational and educational activities for 66 Haitian children
- Transported donations from the US to the orphanage and inventoried items based on type and urgency of need
- Collaborated with a team of 16 people to build a house in a week's time

Université de Strasbourg, Strasbourg, France

January 2017 - May 2017

Intern, Programme de CRAL

- Taught English to 8-20 French students, leading conversation groups between American and French students
- Developed lesson plans around themed readings to reinforce proficiency in conversational English
- Recorded reflection notes with review from supervisors to receive constructive criticism

### Work Experience

Utica College International Education Office, Utica, NY

September 2018 - present

Office Assistant

- Gain exposure to different cultural communication styles while interacting with international students
- Perform general office work including filing, organizing meetings, and completing data entry projects

### Collegiate Leadership Activities

President, Utica College Amnesty International Chapter

May 2018 - present

Vice President (August 2018 - present), Utica College Rotaract Club

November 2017 - present

## JENNIFER D. KRACZEWSKI

1600 Burrstone Road, Utica, NY 13502  
jkraczevski@utica.edu • (315) 792-3087

### SKILLS

- IR and NMR spectroscopy, peptide synthesis, gel electrophoresis, titration, chromatography, polymerase chain reaction, cyclic voltammetry, amperometry, solvothermal nanoparticle synthesis, and laser fluorimetry
- Experience with scientific writing and public speaking
- Certified in Cresset computational chemistry modeling software

### EDUCATION/AWARDS

Bachelor of Science in Biochemistry, Utica College - Utica, NY (GPA: 3.85)

Expected May 2021

- Recipient, Utica College President's Academic Scholarship

### RELEVANT EXPERIENCE

Teaching Assistant and Tutor, Dr. Alyssa Thomas

August 2019 - Present

Utica College - Utica, NY

- Prepare chemical solutions and materials for upcoming laboratory experiments
- Aid in the development and enhancement of 20 students' lab skills and comprehension of experiments
- Reinforce and clarify academic material for students in general and organic chemistry and biochemistry

REU Program Participant, Dr. Michael J. Therien

May 2020 - August 2020

Duke University - Durham, NC

- Developed and carried out syntheses of multifunctional, upconverting nanoparticles for use in biological applications, including deep tissue tumor cell imaging and magnetic resonance imaging
- Received frequent mentoring on use of transmission electron microscope (TEM) and several biological techniques involving tumor visualization in mice and cell viability after nanoparticle injection
- Performed TEM and laser fluorimetry analyses of particles to generate ideas for modifying their synthesis
- Presented photophysical research results at a Duke University poster session and at two regional ACS meetings in 2019 (NERM and SERMACS)

Biochemistry Research Associate, Dr. Michelle Boucher

August 2019 - May 2020

Utica College - Utica, NY

- Synthesized small peptides and analyzed sequences using NMR spectroscopy
- Employed acid hydrolysis for the breakdown of peptides to be run on electrophoretic gel in variable sizes with bound and unbound DNA sequences
- Discussed research results and future work in the form of presentations for faculty and student colleagues

REU Program Participant, Dr. Silvana Andreescu & Dr. Shane Rogers

May 2019 - August 2019

Clarkson University - Potsdam, NY

- Constructed and tested electrochemical sensors using cyclic voltammetry and amperometry
- Varied working electrode coating material to allow for greater sensitivity and lower detection limit of sensors
- Created cerium oxide paper sensors for the detection of hydrogen peroxide emissions by pathogenic bacteria
- Presented results of research at the esteemed Symposium on Undergraduate Research Experiences
- Anticipate to be listed as a co-author of a Journal of Agricultural and Food Chemistry publication

### AFFILIATIONS

- Member, Utica College Asa Gray Biological Society
- Secretary, Student Affiliate of the American Chemical Society

August 2019 - Present

August 2019 - Present

# References

The reference page is a separate document that accompanies your résumé, and it will highlight the names and contact information for individuals who can speak to your work history or academic knowledge, achievements, and professional character.

- For a polished look, use the same header as your résumé and cover letter, maintaining all fonts, sizes, and use of bolding.
- References should be professional in nature, and people with whom you have a positive working or academic relationship.
- Professors, advisors, mentors, colleagues, and supervisors may all be possible references. Never use family or friends. As you build up your network, you will have more individuals available for possible recommendations.
- Typically, three references are sought by prospective employers, but you may want additional references so you can use different individuals for different positions.
- Always ask permission in advance before listing someone as a reference. Sending a follow up thank you note to those who grant you permission is good professional etiquette.
- Keep your references up-to-date with your job search and make sure they have a copy of your current résumé, as well as job descriptions and information about the positions for which you are applying.

## NAME

Street Address City, State Zip  
(Area Code) Phone • Email  
Customized LinkedIn URL

### REFERENCES

Name

Title at company

Company name

Address of company

E-mail address

Phone number

Mr. John Smith  
Director of Marketing  
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315-798-0001

Dr. Michelle Knots  
Associate Professor, Communication Arts  
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315-223-4567

Mr. George Honors  
Human Resource Specialist  
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