



# Resumes



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# RESUME TIPS

## RESUMES GET INTERVIEWS, NOT JOBS!

A resume is an individually designed one-page summary (sometimes two pages) of your personal, educational, and experiential qualifications as they relate to the type of employment you are seeking.

## RESUMES CAN BE USED TO

- Clarify your thinking about your skills and your job objective.
- Send (electronically, fax, or U.S. mail), with a cover letter, in response to a specific job advertisement or lead.
- Send, with a cover letter, to an organization which interests you to inquire about potential job openings.
- Post online, on BU CareerLink ([www.bu.edu/careers/careerlink](http://www.bu.edu/careers/careerlink)).
- Distribute to a network of contacts.
- Attach to an employment application.
- Allow employers to review your qualifications prior to job interviews.
- Serve as a point of reference during an interview.

## WRITING YOUR RESUME

There are three elements to writing a resume: **format**, **style**, and **content**. All three send a message.

### FORMAT

Choice of format depends on personal preference, career goals, and the nature of past experience. There are many variations of the below three formats:

#### Chronological

- A categorical listing of information presented in reverse order of occurrence. This is the most commonly used format and the most familiar to employers.
- This is a good format for demonstrating a steady employment/education history relevant to your career objective.

#### Functional

- A format that emphasizes capabilities, skill levels, and accomplishments rather than job titles or time spent at various jobs.
- This format is effective if you want to highlight marketable skills, are changing fields, reentering after an absence from the job market, or emphasizing specific skills and functions related to your career direction.
- NOTE: If you believe that this format may be the most effective one for you include a brief list of employers, job titles, and dates after your skills and functions breakdown.

#### Mixed / Combination

- A flexible format that combines elements of both chronological and functional formats.
- A mixed resume allows the creator to use the elements of both functional and chronological in whatever ways make the most sense for displaying the relevant content in the most effective way possible.

## STYLE

### Be conscious of image

- Remember that your resume and cover letter are often your first contacts with a prospective employer.
- Resumes should be visually appealing with no typos or grammatical errors.

### Be brief

- Your resume may get as little as 15–30 seconds consideration.
- Most undergraduates should aim to have a 1-page resume. Individuals with significant amounts of work experience or advanced degrees may have 2 pages.
- Margins should be no smaller than a half inch.

### Be relevant

- Select information that supports your job objective and enhances your qualifications in the mind of the reader.
- Don't overcrowd your resume.
- Only include what is relevant to the position.

### Emphasizing information

- Be aware that information presented on the first page, at the beginning of a section, in the left hand margin, or in a column, gets extra attention.
  - For example, dates in the left hand margin are emphasized. If your job chronology is not something you want to highlight, place the dates in a less conspicuous place such as justified to the right of the page.
  - If you consider your experience more important than your education, place it first on your resume.
- Use **bolding** and CAPITALIZATION to help emphasize what is most important...minimally and consistently.
- The use of bullets is effective in directing the reader's eye.
- Make sure to balance white space. This will help the reader to see your information clearly.

### Be professional

- When printing, use high-quality bond paper.
- Print on one side only.
- Use white or ivory color paper.
- Do not use school letterhead.
- Use one conservative font in size 10–12.
  - Example fonts: Times New Roman, Arial, Helvetica, etc.

## CONTENT

- Only include data relevant to the position for which you are applying.
- Choose, prioritize, and tailor headings and experience relevant to the targeted position.
- Know your audience and give them what they need!

## **GOOD RESUMES GET INTERVIEWS**

**A good resume piques the interest of the reader and prompts them to invite you in for an interview.**

- Tailor your resume content to both your audience and the job description.
- Hiring managers may look for technical expertise.
- Human Resources may look for behavioral attributes.

## **RESUME SECTIONS**

### **CONTACT INFORMATION**

- Name
- Telephone number (with a professional voicemail recording)
- Email address (professional)
- Address: Current and/or permanent
- Optional: Website, LinkedIn profile address, or social media contact if relevant

### **EDUCATION**

- Name of the institution, city, and state
- Degree (Bachelor of Arts, Master of Science, etc.)
- Major(s), minor(s), or concentration(s)
- Year and month degree was completed or expected
- GPA (optional)
- Relevant coursework (optional)

### **EXPERIENCE**

- All relevant experiences both paid and unpaid
- The organization name, position title, location and dates, and a description focusing on your accomplishments and skills
- Descriptions with strong action verbs (see page 12)
- Your value and added contributions

### **OPTIONAL ADDITIONAL SECTIONS**

- Objective
- Profile, professional summary, highlight of qualifications
- Skills
- Interests
- Honors or awards
- Club or professional organization memberships
- Leadership
- Certifications
- Publications (this may also be listed in a separate document)

**NOTE:** References are included in a separate document (see sample on p. 30). It is no longer necessary to write “references provided upon request” at the bottom of your resume.

## **YOUR MESSAGE: WRITING ABOUT YOUR EXPERIENCE**

- Quantify experiences to convey size and/or scale of projects, budgets, and results. This makes a stronger impression.
- What was “value added” about your contribution?
- List relevant accomplishments and skills, NOT job duties and responsibilities.
- Include instances where you:
  - Developed new strategies or procedures.
  - Utilized resources effectively, such as reducing expenses.
  - Created ideas that resulted in successful adoption by others or that you have implemented yourself.
  - Demonstrated effective leadership or management, particularly of large-scale projects.
  - Managed or supervised other people well.
  - Received promotions or increased your responsibilities.
  - Increased the profits or services of an organization.
  - Produced a specific result or product.
  - Solved a problem.
  - Received recognition by others.
- Example:
  - Before: Responsible for helping children at summer camp.
  - After: Supervised daily art projects of 15 campers aged 7–11, culminating in an end of summer art gallery open to the public.

# HOW TO WRITE A RESUME

The easiest way to approach writing about your experience is to break it down into smaller steps.

## 1. BRAINSTORM

- Before you can write about your job tasks and accomplishments, spend time thinking about what you have done in each position.
- Work on scrap paper. Don't censor yourself or worry about the best way to say it.

### SAMPLE BRAINSTORM LIST: Wait Staff Position

wait tables	menu specials	reservations
cash	cooked food	fast-paced
took orders	answered questions	family restaurant
seating	trained new people	
set up/clean up	stocked dining room	

## 2. WRITE FIRST DRAFT

- In the first draft begin to organize your ideas. Don't expect to get it perfect; you'll smooth out rough spots later.
- Do not use personal pronouns (I, we, us). Instead begin each phrase with an action verb that directly highlights your skill.
- Look at your brainstorm list (for each job) and see which tasks go together. Often you may group several small tasks together.
- When you begin to write your phrases, ask yourself: What did I do? For whom did I do this? Why did I do this? and What were the results of my action?
- If you are still at a job, write in present tense. If you have left that job, write in past tense.

### TYPICAL FIRST DRAFT

- Helped customers with menu questions
- Frequently used cash register
- Seated customers
- Took orders
- Assisted new employees to learn restaurant layout and procedures

## 3. SMOOTH OUT ROUGH SPOTS

- Look to see what can be improved.
- Did you use the best action verbs? Avoid using: worked, helped, aided, responsibilities included, assisted, and duties included. These words do not say what role you had.
- For each task, did you say the purpose, steps taken, and results?
- Did you include an indication of the volume you handled?
- Does it sound like a professional description?
- When you review your first draft, mark verbs that could be improved and ask yourself questions to note where it can be strengthened.

#### FIRST DRAFT CRITIQUE

- **Helped** customers with menu questions ◀ *verb choice; how did you help?*
- Frequently **used** cash register ◀ *verb choice*
- Seated customers ◀ *why? result? can this be combined*
- Took orders ◀ *for whom? can this be combined*
- **Assisted** new employees to learn restaurant layout and procedures ◀ *verb choice*

#### 4. WRITE SECOND DRAFT

- From here, select stronger action verbs.
- Combine smaller tasks.
- Add more detail to give the employer a full sense of what you did
- Rearrange your bullets to put the most “important” information at the top

#### REVISION

- Greeted and seated customers in a busy family restaurant
- Promoted nightly specials, took orders, and prepared drinks
- Answered customer questions and suggested menu options
- Trained 5 new employees on restaurant procedures and layout
- Processed bills and tallied shift receipts

# SAMPLE RESUME FORMAT

The following categories are often included in resumes. Your unique educational and work experiences should be considered when deciding which categories will be the best to highlight your strengths.



## EDUCATION

**Boston University**, Boston, MA  
 Bachelor of \_\_\_\_\_ in \_\_\_\_\_, Month, Year (anticipated date of graduation)  
 • GPA: 3.0/4.0 or above (optional); Dean's List: # semesters  
 • Additional academic honors including scholarships, memberships

*Related Coursework*

- (Optional)
- 

*Projects*

- (Optional)
- 

**Study Abroad Program**, City, Country (optional)  
 Concentration: \_\_\_\_\_, Date

Additional optional information to include in your education section would be: study abroad programs, your minor, etc.  
 Note: after your sophomore year, high school is generally not listed.

## LICENSURE

**(optional)** Official licensures or certifications related to your objective, if included  
 • List name of license, granting organization, and number

## EXPERIENCE

**Organization Name** City, State  
 Job Title MM, YY to MM, YY (Dates of Employment)  
 • Include employment, internships, volunteer or significant co-curricular positions. For each, list organization, city, state, dates of participation, job title, tasks performed and statements of accomplishments  
 • Indicate what you did, the results of your action, and the type of organization/environment in which you worked  
 • Provide details that support your career goal and describe your duties and responsibilities using action verbs  
 • Present your most recent experience first

Descriptive phrases include your accomplishments. This section can include volunteer work, internships, student teaching, summer and part-time jobs. These can be paid or unpaid experiences.

## SKILLS

**(optional)**  
 • **Computers:** Knowledge of hardware and software programs, technical expertise related to career field: i.e. Computer Aided Design  
 • **Languages:** Basic Knowledge of...Conversant...Proficient...Fluent...Bilingual  
 • **Additional:** CPR, American Sign Language, etc.

## ACTIVITIES, INTERESTS (optional)

- Include club memberships, professional and community affiliations, student groups (sports, arts, charities). Include name of organization, job title, dates.
- Also list hobbies, travel, non-related areas of knowledge, and other leisure pursuits.
- **Note: Be aware of disclosing any personal information that can affect your application.**

# OBJECTIVES, SUMMARIES OF QUALIFICATIONS, AND PROFILES

## OBJECTIVES

Objectives are concise statements that focus the reader. Samples:

- To perform planning, marketing, and programming functions in the administration of a large recreational or amusement park. (describes Functions/Environment)
- A position as territorial sales representative for a medium sized computer manufacturing company. (describes Position/Environment)
- To produce and implement commercials for advertising products and services utilizing artistic and design skills. (describes Functions/Skills)
- Seeking elementary-level teaching position in inner-city public school system. (describes Position/Environment)
- An entry-level position in marketing research. (describes Position/Functions)
- An entry-level computer programming position leading to program analysis and design. (describes Position/Short-Long Term Goals)

## SUMMARIES OF QUALIFICATIONS / PROFILES

Summaries of qualifications and profiles are different from objectives in that they highlight specific skills or qualifications relevant to the position. They can be formatted as a paragraph or a bulleted list.

### PARAGRAPH FORMAT (PUBLIC RELATIONS POSITION)

Three internships in public relations with both public and private employers. Developed social media marketing strategies for a Fortune 500 company resulting in increased visibility. Assisted in the promotion of an advertising campaign, increasing their client base by over 50%.

### BULLET FORMAT (EDUCATION POSITION)

- 2 years of organizing and leading summer orientation programs for incoming freshmen.
- Actively involved in programs to motivate, counsel and tutor college freshmen.
- Superior communication skills and the ability to maintain cooperative spirit from individuals and groups at all age levels.

### BULLET FORMAT (INTERNATIONAL RELATIONS RESEARCH POSITION)

- Extensive research experience on micro- lending in Africa resulting in 50 page paper and conference presentation at the Boston Area International Relations Panel
- Fluent in French, conversational in Spanish
- Vice President of Boston University International Affairs Association

# RESUME CRITIQUE CHECKLIST

## FORMAT

- Does format choice (chronological, functional, etc.) effectively present your background and support your career goal?
- Is information (headlines, titles, dates) consistently presented and emphasized by capitalizing, underlining, spacing, bolding, etc.?
- If the resume is a chronological one, are the items in reverse chronological order (most recent first)?
- Does the resume have an overall neat, readable appearance? Is it easy to scan? Is there sufficient, but not excessive, white space?

## CONTENT

- Is the information presented relevant, specific, and concise? Is it quantitative where appropriate?
- Are accomplishments career-specific? Are transferable skills emphasized?
- Are your name, address(es), email and telephone number(s) at the top of the first page? If there is a second page, is your name at the top?
- Is all the information that supports your job objective included?
- Is extraneous material eliminated? This includes health, marital status, age, information that is assumed (i.e. high school for a college graduate), and out-of-date information (i.e. college extracurricular activities for a person who graduated many years ago).
  - NOTE: International Students: This may differ from personal information that is required on resumes/CV's in your home country.

## STYLE

- Do phrases begin with action verbs?
- Is writing style consistent throughout the resume?
- Is choice of vocabulary appropriate to your job target (i.e., avoid using the jargon of your current field if you are making a career transition)?
- Are grammar, punctuation, and spelling correct?
- Are the sentences of a readable length?
- Have extraneous phrases, such as “responsible for” been eliminated?

## FINAL CHECK

Test market your resume. Ask someone you know or a career counselor at CCD for feedback on the impression it gives of you and for suggestions on improving it. Make necessary changes and proofread before printing or saving/emailing as a PDF.

# ELECTRONIC RESUME TIPS

Generally, use an electronic resume when directed to by the employer or submitting to online resume banks. Be sure to follow specific directions of each employer/resume bank.

To make sure your resume will be readable by almost any employer on the Internet, regardless of the ISP, platform, or word processor, you will have to make your resume into a document that can be copied directly into your email message.

## Step 1: Convert Hardcopy Resume to Text Only or Plain Text

- Save it in “plain text” or “ASCII text” format, the resulting filename will have the extension “.txt” after it

## Step 2: Adjust Your Text Only/Plain Text document

- Delete references to page two (if resume is more than one page).
  - Examples to omit include “page 1 of two”; “continued”; your name or header on page 2.
  - You are making your resume one continuous electronic document.
- Limit each line to 60 characters including spaces.
  - Your email may have a longer line length than the receiver of your email, which can lead to unusual and illogical line breaks.
- Use a monospaced font like Courier.
  - Use the Space Bar (not Tab Key) to align text elements (easy to see if you’re going over the 60-character-per-line limit).
- Use all CAPS for words that need special emphasis.
  - Use all CAPITALIZED letters to highlight important words, phrases, and headings instead of bolds, underlines, and italics.
- Replace bullet points with a standard keyboard symbol.
  - Special symbols such as bullet points, arrows, triangles, and check marks do not transfer well electronically. Therefore, switch each to a standard keyboard symbol: Dashes (-); Plus Signs (+); Asterisks (\*); Double Asterisks (\*\*).
- Use Keywords to get your resume noticed.
  - Keywords are labels that a computer uses to match you to what an employer wants. Instead of saying “proficient in software use,” say “Software: Microsoft Word, Microsoft Excel, and Macromedia Dreamweaver.” This will be translated by the employer software into a list of skills similar to the following: “Microsoft Word, Microsoft Excel, Macromedia Dreamweaver, HTML, word processing, spreadsheets, desktop publishing, and page layout.”

## Step 3: Final Check

- Before emailing your resume to an employer, email it to yourself or a friend to do a final check for any formatting problems.

## FOR MORE DETAILED HELP

- [www.rileyguide.com/eresume.html](http://www.rileyguide.com/eresume.html)
- <http://www.studentpress.org/acpjobs/resumetips.html>
- <http://www.eresumes.com/>

## SAMPLE TEXT-BASED RESUME

Monospaced; line length: 60 characters. There are other text-based formats; this is just one example.

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JENNIFER BARDEL  
10001 Anylane  
Anywhere, CO 99999  
Home: (555) 676-8989  
Work: (555) 767-9898  
jbardel@colorado.edu

### EDUCATION:

University of Colorado, Boulder, CO

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\* BA in Journalism; Minor in Kinesiology.

\* Overall GPA: 3.25 on 4.0 scale.

### JOURNALISM EXPERIENCE:

Rocky Mountain News, Denver, CO, January-May 2011

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\* Sports Writer

Covered University of Denver baseball season and weekly high school track. Wrote an average of three stories per week. Also wrote a weekly column. 20 hours per week.

The Patriot Ledger, Quincy, MA, May-August 2010

-----

\* Metro Desk and Features Desk Reporter

Covered variety of news, including local politics, courts, crime and education. Feature work included stories on local summer theater and special program for retired executives.

Colorado Daily, University of Colorado, Boulder, CO, September 2009-May 2010

-----

\* Sports Editor

Supervised staff of 15 writers. Assigned and edited approximately 20 stories per week. Coordinated coverage of all CU varsity sports.

### SKILLS:

\* Macintosh, Quark XPress, PageMaker and Photoshop.

\* Use electronic databases on the Internet to check facts.

### ACTIVITIES:

\* Vice President, Society for Collegiate Journalists, CU chapter.

\* Program Coordinator, Chappellear Hall, CU campus.

\* Volunteer since 2008, Special Olympics.

*(Adapted from <http://www.studentpress.org/acpjobs/resumetips.html>)*

# ACTION VERBS

Your position descriptions should begin with strong action verbs. Try to eliminate phrases like “responsible for” and “duties include” and replace them with words below.

<b>MANAGEMENT</b>	<b>COMMUNICATION</b>	<b>RESEARCH</b>	<b>TECHNICAL</b>	<b>ADMINISTRATIVE</b>
Achieved	Advertised	Clarified	Applied	Approved
Administered	Addressed	Collected	Assembled	Arranged
Analyzed	Arbitrated	Compared	Built	Catalogued
Assigned	Arranged	Detected	Calculated	Categorized
Attained	Authored	Diagnosed	Coded	Classified
Chaired	Clarified	Evaluated	Constructed	Collected
Completed	Composed	Examined	Converted	Compiled
Contracted	Contacted	Experimented	Debugged	Distributed
Consolidated	Corresponded	Explored	Designed	Executed
Coordinated	Demonstrated	Gathered	Determined	Generated
Delegated	Developed	Extracted	Devised	Implemented
Developed	Directed	Identified	Engineered	Inspected
Drafted	Discussed	Inspected	Maintained	Operated
Directed	Edited	Inquired	Overhauled	Organized
Eliminated	Enlisted	Interpreted	Printed	Purchased
Evaluated	Formulated	Investigated	Programmed	Recorded
Executed	Informed	Organized	Regulated	Reviewed
Expanded	Interviewed	Repaired	Restored	Tabulated
Implemented	Influenced	Reported	Solved	
Improved	Interpreted	Researched	Standardized	
Increased	Lectured	Reviewed	Trained	
Organized	Mediated	Summarized	Upgraded	
Oversaw	Moderated	Surveyed	Utilized	
Planned	Motivated	Systematized		
Prioritized	Negotiated			
Produced	Notified			
Recommended	Promoted			
Reviewed	Publicized			
Scheduled	Reconciled			
Strengthened	Recruited			
Supervised	Spoke			
	Translated			
	Wrote			

<b>HELPING</b>	<b>TEACHING</b>	<b>FINANCE</b>	<b>CREATIVE</b>
Advocated	Analyzed	Administered	Acted
Aided	Adapted	Adjusted	Conceptualized
Assessed	Advised	Allocated	Conceived
Clarified	Clarified	Audited	Created
Coached	Coached	Balanced	Designed
Collaborated	Communicated	Budgeted	Developed
Counseled	Coordinated	Calculated	Directed
Demonstrated	Developed	Developed	Established
Diagnosed	Educated	Estimated	Fashioned
Educated	Enabled	Forecasted	Founded
Expedited	Explained	Managed	Generated
Facilitated	Encouraged	Marketed	Illustrated
Guided	Evaluated	Netted	Initiated
Led	Facilitated	Planned	Integrated
Mentored	Guided	Projected	Introduced
Referred	Informed	Reconciled	Invented
Rehabilitated	Initiated	Reduced	Originated
Represented	Instructed		Performed
	Persuaded		Planned
	Planned		Produced
	Stimulated		Revitalized
			Shaped

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**CHRONOLOGICAL RESUME: LIBERAL ARTS WITH RELATED EXPERIENCE**  
**FONT: TIMES NEW ROMAN 10**

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**CHARLES D. FOSTER II**

123 Font Street  
Weston, MA 01802  
(617) 555-1234  
myemail@bu.edu

Objectives are a quick and concise way to show focus.

**PROFESSIONAL OBJECTIVE**

A counseling position for senior citizens in a social service or medical setting.

Bolding your major when it is related to your objective can make it stand out.

**EDUCATION**

Boston University, Boston, MA  
**Bachelor of Arts in Sociology**, May 2011  
Minor in Psychology

Including a "Related Coursework" section can focus your audience on classes that are relevant to the position you seek.

**RELATED COURSEWORK**

Psychology of Aging  
Adults in Contemporary Society  
Program Planning and Administration

Death and Dying  
Government Welfare Programs  
Gerontology

Bolding titles makes them stand out and works well when they are relevant to your current objective.

**RELATED EXPERIENCE**

Office for Senior Citizens  
**Senior Citizens' Advocate** (Intern) Boston, MA  
Jan. 2010-present  
Resolve problems relating to housing, heating, social security, food stamps, SSI, and medical concerns. Make referrals to appropriate agencies. Complete client characteristic sheets and schedule senior citizens' van.

Salvation Army  
**Counselor** (Intern) Boston, MA  
Sept. 2011-Dec. 2011  
Assisted clients with family issues. Performed referral services to community health and social service agencies. Administered food vouchers and menu plans. Generated bi-monthly reports on welfare assistance program.

Presbyterian Nursing Home  
**Counselor** Arlington, MA  
June-Aug. 2011  
Organized recreational and social activities for geriatric patients. Counseled patients in areas related to self-image and self-confidence.

Concerned Ecumenical Ministry  
**Social Worker** Weston, MA  
Sept.-May 2011  
Assisted elderly with family problems and social concerns. Coordinated daily recreational activities.

**ADDITIONAL EXPERIENCE**

**Secretary**, Parks Department, Weston, MA (Summer 2010)  
**Inventory Control Clerk**, Markel Electric, Waltham, MA (2009 to 2010)  
**File Clerk**, Sportservice, Weston, MA (2009 to 2010)  
**Waiter**, Ferrante's Restaurant, Newton, MA (Summer 2008)

Having an "Additional Experience" section is a great way to get credit for "earning your keep" but not take up a lot of space on your resume.

**INTERESTS**

water skiing, mountain climbing, rugby

**CHRONOLOGICAL RESUME: SCIENCE WITH RELATED EXPERIENCE**  
**FONT: TIMES NEW ROMAN 11**

**TOMMY TUNES**

22 B. Street  
Brookline, MA 02446

tomtunes@bu.edu  
555.555.5555

**SUMMARY**

- Four volunteer/internship positions in a variety of medical settings.
- Experience working with amputee soldiers.
- Fluent in Spanish with experience working in hospital in Spain with native population.
- Computer skills using MS Word, Excel, and PowerPoint; Mac OSX; World Wide Web; HTML.

The summary highlights relevant medical work experience and includes extra skills that could be valuable to the job.

**EDUCATION**

**Boston University**, Boston, MA

Bachelor of Science in Human Physiology, Minor in Spanish.

Expected May 2011

Cumulative GPA: 3.21/4.00

Relevant Coursework: Organic Chemistry, Biology, Systems Physiology, Cell Biology, Gross Human Anatomy

**EXPERIENCE**

**Hospital Sanitas La Moraleja**, Madrid, Spain

*Hospital Student Intern*

- Shadowed physicians in the pharmacy, gynecology, pediatrics, orthopedics, and emergency departments.
- Gained valuable medical knowledge from Spanish physicians in regard to the healthcare specific to Spain.
- Obtained vital clinical experience while interacting with Spanish speaking patients.

Fall 2009

**Walter Reed Army Medical Center**, Washington, D.C.

**Physical Medicine and Rehabilitation Department**

*Physical Therapist Assistant*

- Assisted physical therapists in the department of Physical Medicine and Rehabilitation by aiding injured soldiers with their prescribed therapy.
- Provided the soldiers with equipment and supplies, while in support of therapy.

Summer 2007

Organizing the dates on the right of the page de-emphasizes them.

**Walter Reed Army Medical Center**, Washington, D.C.

**Military Amputee Center**

*Physical Therapist Assistant*

- Shadowed physicians and therapists for rehabilitation of amputee soldiers injured in battle.
- Aided amputees with learning activities of daily living utilizing their new prosthesis.
- Aided Bio-Engineers with the custom formation and manipulation of prosthetics.

Summer 2007

**Bridgewater Medical Group**, Bridgewater, NJ

*Volunteer*

- Observed a family physician that specializes in Orthopedics and Sports medicine.
- Interacted directly with patients that required physical therapy due to sport-related injuries.

Summer 2006

**Montgomery Youth Lacrosse**, Skillman, NJ

*Camp Counselor*

- Taught basics of lacrosse to 15 campers ages 7-11. Organized pick-up games with other counselors.

Summer 2005

Positions that are less relevant to the position and that happened further in the past need less explanation (fewer bullet points) than those positions that are more recent and more relevant.

**EXTRACURRICULAR ACTIVITIES**

- Boston University Club Lacrosse
- Educational Resource Center Physics and Spanish Tutor



CHRONOLOGICAL RESUME: EDUCATION  
FONT: VERDANA 10

**JANE ROE**  
myemail@bu.edu

**College Address**

21 Ridge Lane  
Brighton, MA 02135  
(617) 782-2222

**Permanent Address**

28 Alves Road  
Benton, NJ 02306  
(908) 647-4432

You always want to list your certification or licensure when you can.

Including both college and permanent addresses will allow the reader to reach you at anytime.

**EDUCATION**

Boston University, Boston, MA

**Bachelor of Science in Elementary Education, May 2010**

Massachusetts Initial License: grades 1-6 (pending graduation)

Massachusetts Test of Educator Licensure: passed Communication & Literacy Skills and Subject Test

- G.P.A.: 3.9/4.0
- Dean's List (all semesters)

Listing a G.P.A. of 3.0 or above can show your academic strength. It is optional in most cases.

**TEACHING EXPERIENCE**

**John Ward Elementary School**, Newton, MA

Student Teacher - practicum (Spring, 2010)

- Instructed fourth grade students in math, science, social studies, and reading using cooperative learning methods.
- Developed and implemented interdisciplinary units on Health and Nutrition, and Ocean Life.
- Participated in in-service activities on Diversity and Technology in Education.
- Modified curriculum for special needs students.

**Lincoln-Eliot Elementary School**, Newton, MA

Teacher Intern - pre-practicum (Fall, 2009)

- Observed and assisted third graders in an inclusionary classroom using whole language and "hands-on" learning.
- Led reading group and assisted students individually and in small groups.

**Heath Elementary School**, Brookline, MA

Teacher Intern - pre-practicum (Spring, 2009)

- Assisted in instruction of fifth graders in a traditional classroom using basal readers.
- Tutored an English-as-a-second language student in basic English skills.

Breaking your work experience into labeled sections helps to further focus your reader on directly related experience and highlights the skill in the heading.

**RELATED EXPERIENCE**

**Walworth Barbour American International School**, Haifa, Israel

Activities Coordinator (Summer, 2009)

- Organized and guided two after-school activities for first and second grade students.
- Developed arts and crafts curriculum and collected age-appropriate storytelling material.

**Greenstreet After-School Program**, Boston, MA

Tutor (Fall, 2008)

- Tutored elementary students in language arts, mathematics, social studies, and English.
- Participated in monthly meetings with parents to review child's progress.
- Collaborated with team of teachers and tutors to plan activities.

Using bullets draws the attention of the reader to the action verb.

**JANE ROE**  
myemail@bu.edu

If you have a second page,  
make sure to include your  
name and email/phone  
in case the pages get  
separated.

**ADDITIONAL EXPERIENCE**

Sales Associate, GAP Clothing Co., New York, NY (Summer, 2008)

**HONORS/AWARDS**

Member, Pi Lambda Theta, 2008 to Present

**SPECIAL SKILLS**

Personal computers: Macintosh, PC; Microsoft Word, Access and Excel, Internet Explorer

American Sign Language – proficient

Foreign languages: Spanish – proficient; French – conversant

**INTERESTS**

piano, community theater, creative writing



**CHRONOLOGICAL RESUME: TECHNICAL**  
**FONT: TIMES NEW ROMAN 10**

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**TARA TECHNIC**  
75 Ashford Street  
Allston, MA 02215  
(617) 764-5008  
myemail@bu.edu

**EDUCATION**

BOSTON UNIVERSITY, Boston, MA  
**B.A., Computer Science**, May 2010  
GPA: 3.4/4.0 (Dean's List, 4 semesters)

**Related Courses**

Computer System Fundamentals  
Concepts of Programming Languages

Computer Architecture  
Software Systems

**Computer Skills**

Software

Microsoft Office  
Dreamweaver  
Photoshop

Languages

HTML  
C, C++  
Java  
Perl

Operating Systems

UNIX/Linux  
Mac OS  
Windows NT/XP

**Projects**

- Built the back end of an assembler and a linker in C
- Wrote a C++ program to simulate a M/M/1 network system
- Assembled a parser and evaluator in SML/NJ
- Wrote a client/server grading application in Perl

Putting your computer skills towards the top of the resume emphasizes the skills employers are looking for.

Listing "Computer Skills" in subcategories like this makes it quick and easy to locate relevant technical knowledge areas and draws attention to specific technical expertise.

**RELATED EXPERIENCE**

ABC COMMUNICATIONS CORP., Boston, MA

**Webmaster** (Summer 2009)

- Designed and updated web pages for entire organization including graphic design and text control.

**Freelance Web Designer**, Boston, MA (September 2008 to May 2009)

- Created and designed site for Central Vending Co.
- Beta tested site for Kornic Metrics Co.

RAYTHEON COMPANY, Tewksbury, MA

**System Administrator** (Summer 2008)

- Assisted in the administration of a highly networked environment.
- Installed software and repaired workstations and hardware.
- Maintained DNS and NIS servers and clients.

**OTHER EXPERIENCE**

BOSTON UNIVERSITY, Boston, MA

**Resident Assistant** (August 2008 to Present)

- Supervise administrative operations for 45 undergraduate residents.

**ACTIVITIES**

Microsoft Products Club, IEEE, ACM  
Improvisational Jazz, Golf, Skiing

CHRONOLOGICAL RESUME: SCIENCE  
FONT: VERDANA 12

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**LESLIE LAB**  
myemail@bu.edu

(Home)  
472 Trenton Ave.  
Upstate, NY 13502  
(315) 123-4567

(School)  
140 Bay State Rd.  
Boston, MA 02215  
(617) 352-8910

### EDUCATION

BOSTON UNIVERSITY, Boston, MA  
**Bachelor of Arts, Biology**, May 2012  
GPA: 3.2/4.0

#### Related Courses

Cell Biology, Physiology, Organic Chemistry, Ecology,  
Research in Biology

### LAB SKILLS

Chromatography, electrophoresis, ELISA, cell culture (mammalian cells & bacterial cultures), centrifugation, animal dissection, experimental design

When applying to a research position it focuses the reader to see a separate section on laboratory techniques.



### RESEARCH EXPERIENCE

BOSTON UNIVERSITY TROPICAL DIVERSITY PROGRAM, Quito, Ecuador  
**Intern** (fall semester 2011)

- Designed and performed ecological studies on tropical organisms.

KORNIK CORP., INC, Rome, NY

**Research Assistant** (summers 2010 to 2011)

- Performed HPLC reverse phase chromatography, large scale ionic exchange chromatography, and gel electrophoresis on ribonucleases.
- Assisted in development and performed enzymatic assays on ribonucleases.

MARINE ECOLOGY RESEARCH PROGRAM, Woods Hole, MA

**Research Assistant** (summer 2009)

- Performed biological and ecological field experiments.

### OTHER EXPERIENCE

COLLINS NURSERY, Fonda, NY – Nursery Assistant (summer 2008)

TECHLAB, Albany, NY – Photography Lab Technician (summers 2007, 2008)

### ACTIVITIES

Boston University Dance Theatre Group

### COMPUTER SKILLS

PC and MacIntosh, Microsoft Word and Excel

**CHRONOLOGICAL RESUME: BUSINESS**  
**FONT: TIMES 12**

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**ANTHONY LABELLA**

111 Hanover Street, Boston, MA 02214  
Home: (617) 321-4872 Work: (508) 875-6235  
myemail@bu.edu

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You may want to list your work phone number if it is okay to contact you at your current employer.

**EDUCATION:**

BOSTON UNIVERSITY, Metropolitan College, Boston, MA

**Bachelor of Science, Business Administration**, May 2012

- GPA: 3.6/4.0; Dean's List (4 years)
- Beta Gamma Sigma, National Honor Society
- Lock Honor Society

Using bullets to draw a reader's eye to the action verb is an effective way to focus the reader.

**RETAIL EXPERIENCE:**

**MACY'S**, Boston, MA

**Retail Intern**, September 2010 to Present

- Develop various plans for departmental expansion in four branch stores.
- Determine and analyze inventory levels for promotional purposes.
- Investigate and examine competitors' pricing and promotional strategies.
- Collaborate with merchandising vendors on advertising campaigns.

Here is an example of how to list multiple positions at one organization.

**LAHOUT'S SKI SHOP**, Boston, MA

**Buyer and Salesperson**, September 2009 to May 2010

- Increased sales to collegiate athletic clubs by 20% over previous year.
- Represented store at trade shows.
- Established and maintained new accounts with six prestigious clothing manufacturers.
- Handled competitive bidding for organizational contracts which resulted in three new accounts.

**Storewide Manager's Assistant**, September 2008 to August 2009

- Supervised, trained, and scheduled 25 store personnel.
- Increased sales 30% by expanding key sporting goods line.
- Reviewed accounts receivable and decreased delinquent accounts by 15%.

**Department Manager**, Summer 2008

- Established and managed tennis department.
- Managed record keeping and inventory.

Listing quantifiable information in an accomplishment statement allows the reader to more accurately understand your positive impact.

**MEMBERSHIP:**

American Marketing Association, 2009 to Present

**ACTIVITY:**

Boston University Mountain Climbers' Club, 2008 to Present

**CHRONOLOGICAL RESUME WITH PROFILE: LIBERAL ARTS**  
**FONT: BOOKMAN OLD STYLE 11**

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**PEARL BALDWIN**

124 Oakview Drive, Dayton, OH 43113, (614) 555-2314, myemail@bu.edu

A profile, also called a "Summary of Qualifications," is another way to quickly summarize your relevant background in concise summary statements. This is preferable to an objective.

**PROFILE**

**Writing, Editing, Public Relations**

- Experience as entertainment critic conducting interviews with artists, performers, and entertainment managers and agents.
- Skilled copywriter, copy editor, and proofreader.
- Excellent command of the English language: grammar, semantics, syntax, and punctuation. Knowledge of *The Chicago Manual of Style*.
- Computer Skills: Mac and PC (MS Word, Q&A, Alpha 3)

**EDUCATION**

BOSTON UNIVERSITY, Boston, MA  
**Bachelor of Arts in English**, May 2009  
Minor: Philosophy

**WRITING EXPERIENCE**

**The Daily Free Press**, Boston University, Boston, MA  
Staff Writer – Developed story ideas, researched and wrote feature articles, and met strict deadlines for Lifestyle, Entertainment, and Metro sections. Reviewed and critiqued musical, movie and theater productions. Profiled entertainment personalities and lifestyle issues of college population. Covered local political events and breaking stories in the greater Boston area. (September 2007 to May 2009)

**The Boston Phoenix**, Boston, MA  
Editorial Assistant (Intern) – Proofread and copyedited articles under direction of entertainment editor for weekly newspaper. Utilized computerized system to perform tasks. Assisted with layout. Served as telephone contact with advertisers to finalize text, layout and costs. (Spring 2009)

**ADDITIONAL EXPERIENCE**

**Read On Bookstore**, Dayton, OH  
Customer Service Staff – Advised customers on book selections. Completed special orders to maintain fully stocked inventory. Restocked shelves. (Summer 2008)

**Wake-Me-Up Coffee Stop**, Dayton, OH  
Wait Staff – Provided customer service in multi-service coffee shop. Maintained fully stocked, eclectic reading library and scheduled local folk bands for weekend performances. (Summers 2006, 2007)

**LANGUAGES**

- Conversant in Spanish
- Basic conversational ability in French

**ACTIVITIES**

- Boston University Creative Writing Club (2006 to 2009)
- Crew Team (2007 to 2009)

**CHRONOLOGICAL RESUME: PUBLIC HEALTH**  
**FONT: TIMES NEW ROMAN 11**

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**NANCY S. HADLEY**  
148 Baystate Road  
Boston, MA 02115  
(617) 267-3751  
myemail@bu.edu

**EDUCATION**

BOSTON UNIVERSITY, Boston, MA  
**Master of Public Health in Health Services**, May 2012

Thesis: “The Relationship between Social Support, Birth Outcome, and Public Health Nursing Visits in a Defined High-Risk Population”

KEUKA COLLEGE, Keuka Park, NY  
**Bachelor of Science in Nursing**, May 2005

This is an example of how to list master's and bachelor's programs.

**PROFESSIONAL EXPERIENCE**

DEPARTMENT OF HEALTH AND HOSPITALS, Boston, MA  
**Community Outreach and Program Development Intern**, 2011 to Present  
Plan and implemented AIDS awareness program for urban, Hispanic community. Train local residents to facilitate program and evaluate effectiveness.

TEMPORARY NURSING AGENCIES, Boston, MA  
**Home Care Nurse**, 2010 to Present  
Provide in-house nursing services to high-risk infants, children, and families through a variety of agencies. Complete daily progress reports and final evaluations.

**Charge/Supervisor Nurse**, 2008 to 2010  
Supervised long-term care needs for geriatric patients in 10- to 45-bed chronic care facilities. Managed up to 45 nurses on day and night shifts. Scheduled work and shift assignments. Developed management style emphasizing professional responsibility:

- delegated assignments and followed through to ensure successful completion of tasks.
- created team approach to problem solving by involving staff in decision-making.
- trained and developed staff through regular feedback and formal performance evaluations.
- encouraged nurses to resolve staff issues on their own.

NEW ENGLAND MEDICAL CENTER, Boston, MA  
**Staff Nurse**, 2005 to 2008  
Met health care needs of 0–6 month infants in Level II and III Special Care Nursery, including extensive discharge planning.

**HONORS**

- Awarded Research Grant, Sigma Theta Tau, Theta Chapter, 2011
- International Honor Society of Nursing 2011

**MEMBERSHIPS**

- American Public Health Association
- National Association for Public Health Policy

**COMBINATION FUNCTIONAL & CHRONOLOGICAL RESUME: COMMUNICATIONS**  
**FONT: TIMES 12**

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**QIAN CHUNG**  
234 Beacon Street  
Waltham, MA 02218  
(617) 555-1888  
myemail@bu.edu

This is an example of a functional style resume where key skills are listed as headings and related accomplishments are bulleted underneath each heading. This immediately shows the reader skills that are directly relevant and de-emphasizes previous work settings.

**RELATED EXPERIENCE**

**Television and Film**

- Develop, coordinate, and serve as Production Assistant for special children's video series for WABU-TV, Channel 68.
- Receive training from video editor utilizing Digital Editing Systems (DES). Editing projects included news spots and station-produced special programs.
- Organize catering, transportation, and accommodations in assisting the production of full-length feature film. Scout locations, acquired filming permits, and obtained props.
- Serve as assistant to Casting Director: supervised extras, musicians, and crew.

**Communications/Media**

- Engineered and anchored a weekly newscast:
  - wrote news stories
  - interviewed city officials
  - taped finished stories
  - investigated campus activities
- Co-anchored on-air radio reports of 2008 Democratic National Convention.

**Visual Arts/Design**

- Co-authored, directed, and acted in independent, short 8mm films.
- Published photographs of local urban and campus life in Boston and university newspapers.
- Designed window displays; earned position as Fashion Coordinator for exclusive boutique.

Each bullet is relevant for the section but not tied to a specific position.

**Promotion/Fundraising/Public Relations**

- Obtained donation of office equipment for news department.
- Acquired accounts from local businesses for underwriting and advertising.
- Planned, organized, and promoted all-day music seminar for WBUR affiliate of National Public Radio.
- Contacted musicians, agents, managers, and lawyers. Project grossed over \$28,000.

Work history is listed in reverse chronological order as one liners: job title, name of organization, location, and dates.

**WORK HISTORY**

Production Assistant, VALLEY FILM PRODUCTIONS, Newbury, MA (2009 to present)  
Freelance, Boston, MA (2008 to present)  
Producer, WBUR RADIO, Boston, MA (2006 to 2007)  
Production Assistant (Intern), WBUTV, Boston, MA (Spring, 2006)

**EDUCATION**

B.A. in Art History, Boston University, Boston, MA (May 2009)  
Boston University Semester Abroad, Universita di Firenze, Florence, Italy (Spring 2008)

Listing the degree at the end of the resume helps to de-emphasize it.

CHRONOLOGICAL RESUME: LIBERAL ARTS, FRESHMAN  
FONT: ARIAL 12

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**John Summers**

1920 Massachusetts Ave.  
Arlington, MA 02474  
781/641-5555

Email address: make sure it's professional@yahoo.com

Because John is a freshman, he can include his high school in the education section.

**EDUCATION**

**Boston University**, Boston, MA

Bachelor of Arts, Major, month, year of anticipated graduation

**Arlington High School**, Arlington, MA

High School diploma, month, year of graduation

**Honors/awards**

- National Honor Society, 2005
- Honor Roll, 2002, 2004

**Related Coursework** (list classes that are relevant to your internship or career goal)

- xxxxxx
- xxxxxx

**WORK HISTORY**

**Blockbuster Video**, Boston, MA

Sales Associate, summer, 2005

Assisted customers with purchases and sales promotions, operated cash register.

**Fenway Park**, Boston, MA

Vendor, summers, 2004, 2003

Sold refreshments to fans.

**Boston Youth Fund**, Boston, MA

Mural Crew Painter, summers 1999–2002

As part of youth crew, designed and painted murals on buildings to improve appearance of Boston communities.

**Old Navy**, Cambridgeside Galleria, Cambridge, MA

Sales Associate, summer, 2001

Assisted customers with purchases; maintained order of inventory.

**ACTIVITIES/COMMUNITY SERVICE**

- Student Council, Day Student Representative, 2004–2005
- Friendly Visitor, Aids Action Committee, 2004
- Breakdancing, Hennigan Community School, Boston, MA 2002–2004
- Whatever School Wrestling Team, 2002–2003

**COMPUTER SKILLS**

Microsoft Word, PowerPoint, Access, Excel

**KATHLEEN O'BRIEN**

12 Main Street, Shrewsbury, MA 01545, (508) 842-1233, myemail@bu.edu

**EDUCATION**

BOSTON UNIVERSITY, Boston, MA

**Master of Music**, May 2010

Full tuition scholarship, GPA: 3.5/4.0

**Bachelor of Music**, 2008

Full tuition scholarship, GPA: 3.4/4.0

This is a chronological resume that emphasizes the academic and musical training and is appropriate for staying in the field.

**MUSICAL TRAINING**

**Teachers:**

- Chester Schmitz, Boston Symphony Orchestra
- J. Samuel Pilafian, Empire Brass

**Coaches:**

- Empire Brass, Roger Voisin, Carl St. Clair
- Thomas Dunn, Charles Lewis, Roger Oyster

**ORCHESTRAL EXPERIENCE**

- Boston Civic Symphony Orchestra, Principal, 2010 to Present
- Newton Symphony Orchestra, Principal, 2010 to Present
- Boston University Honors Chamber Orchestra, 2010
- Boston University Symphony Orchestra, 2010

**CHAMBER MUSIC**

- Brown Piano Trio, Present
- Downtown Brass, 2010
- B Line Brass Quintet, 2009
- Eclectic Brass Quintet, 2009
- Boston University Tanglewood Institute, 2008

**AWARDS**

- Appointed Trustee Scholar, Boston University, 2008 to 2010
- First Prize Winner, First Annual Interlochen, 2008

**COMBINATION CHRONOLOGICAL & FUNCTIONAL RESUME: CAREER CHANGE**  
**FONT: ARIAL 12**

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KATHLEEN O'BRIEN  
12 Main Street, Shrewsbury, MA 01545, (508) 842-1233, myemail@bu.edu

This is a functional resume that shows an emphasis in a new direction and nicely highlights skills that are relevant to the career change. Listing the skill headings in the left hand column draws attention to them even more.

**TRAINING**

- Train new employees in Wylbur, a mainframe editor.
- Revise course materials incorporating format and example sections.
- Lecture academic community in current microcomputer issues and future trends.

**CONSULTING**

- Consult with user community in a variety of software packages and hardware configurations for Macintosh and PC computers.
- Design automated dial-up procedures to the University's mainframe utilizing both Red Ryder (Macintosh) and ProComm (PC).

**PROGRAMMING**

- Edit departmental newsletter, circulation 1,000.
- Create page design and lay out issues using PageMaker.

**EXPERIENCE**

**Worcester Polytechnic Institute**, Worcester, MA  
PC Applications Specialist, (2008 to present)

**COURSES COMPLETED**

- ADABAS Internals
- Programming with NATURAL
- Job Control Language (JCL)

Software

MS DOS	PageMaker	MultiMate
MacWrite	MS Word	MultiPlan

Putting the education at the end downplays unrelated academic training.



**EDUCATION**

Boston University, Boston, MA  
Master of Music, 2010  
Full tuition scholarship, GPA: 3.5/4.0

Boston University, Boston, MA  
Bachelor of Music, 2008

# SAMPLE REFERENCE PAGE

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Glenn Smith  
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## REFERENCES

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