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## WHAT IS A RESUME?

A resume is a summary of your experience, education, skills, and qualifications for a specific job objective. It is a marketing tool which an employer reads, even before meeting you! The purpose of the resume is to create enough interest in you so that you are called for an interview!

## GENERAL GUIDELINES

Here are several points to remember when writing a resume:

1. There is no one perfect way to write a resume.
2. A resume is read in approximately 30 seconds, so be sure to prioritize the order in which information is presented.
3. Don't be surprised if you must write several drafts. Write down all of your experience on paper and revise it later.
4. The organization must be reader friendly: spacing, layout, and headings must be visually appealing.
5. Use **bold**, *italics*, and underlining for emphasis.
6. Use font size 11 or 12 for your resume. You may use a font as small as size 10, especially when you need to fit a lengthy history into two pages. A font style such as Times New Roman or Arial is easy to read.
7. Consistency is important: if you italicize one job title, italicize all of them.
8. Do not abbreviate except for states, college degrees.
9. Include all experiences related to the job objective even if they were volunteer experiences.
10. Remember that your resume must be attractively presented; must have a sense of direction, professionalism, and honesty; must focus the reader on your strongest points as well as your career goals.

## PROPER LENGTH

The old rule that a resume must be one page does not follow. Resumes for teaching or human services positions such as nursing and psychology are often more than one page. Student teaching experiences, clinical experiences, and other forms of professional training cannot be limited to a one page resume. If a resume must take up more than one page, it should fill up at least half of that second page. Be sure that your name is at the top of the second page, along with Page 2. If your resume is to be scanned, key words and phrases are essential to qualify you for the position you are seeking. This will make your resume longer than one page.

## RESUME STYLES

There are three basic resume styles:

1. **Chronological:** Education and experience are listed chronologically, in reverse order, with the most recent date appearing first. Titles and organizations are emphasized and responsibilities/accomplishments are described. This format is very effective for entry-level candidates. Employers are most familiar with this format and often prefer to see experiences listed with skills used and dates performed. This format works best for someone with solid experience and a logical work history. Career changers and others who lack on the job experience find it difficult to write. The disadvantage is that this format places emphasis on employment gaps. In addition, this style has no flexibility in presenting your transferable skills when you are changing careers or when related work experience is minimal.
2. **Functional;** This format highlights three, four, or even five major areas of skill and accomplishments. This format re-arranges your employment history into sections which highlight your skills and accomplishments. It allows you to emphasize your skills and eliminate the tendency to repeat similar experiences. A person with scattered or little work experience, or who has gaps in his work history may do well to choose this form of resume. If you are re-entering the work force, changing careers, or have little or unrelated work experience, this format may allow you to present your qualifications and skills in an effective manner.
3. **Combination (Functional/Chronological):** This format places accomplishment(s) under separate “skills” headings. Your experience or “work history” is listed chronologically with little or no description. This format, therefore, combines the functional model with the chronological one. It does include specific places you have worked as well as the dates you were employed, but it does not emphasize them. This format is used by persons who want to emphasize a particular skill base or unique capabilities.

## **KNOW YOUR SKILLS**

A skill is an ability which you take from job to job. Your skills are visible as you carry out your duties at work. Whenever you are looking for work, you need to know what skills you possess which can be applied to the job.

There are three basic skills areas:

A. **TRANSFERABLE:** Skills which allow you to work with people, data and/or things. Some examples include

- Organizational
- Management
- Analyzing
- Customer Service
- Teaching/Counseling
- Communication/Selling (Oral and Written Skills)

B. **SELF-MANAGEMENT:** Skills related to your personality and to other people in the work environment. Some examples include

- Punctuality
- Attention to Detail
- Initiative
- Sense of Humor
- Productive
- Honesty/Loyalty

C. **JOB-RELATED:** Skills that you need to perform on the job. To identify these skills, you need to know what job you want! Some examples might include

- Accounting/Bookkeeping
- Writing Business Correspondence
- Proficiency in Specific Computer Programs
- Handling a Multi-line Phone System
- Teaching Games to Pre-Schoolers, ages 3-5.

*Source: Michael Farr's America's top Computer and Technical Jobs  
JIST Publishing, Inc. 2003*

You need to identify your skills which can help you when writing your resume.

## RESUME HEADINGS

The following chart lists and defines these standard headings. Some of them, such as Summary of Qualifications, are optional. However, some optional sections are also becoming quite common in today's resume, and it is usually recommended that you include them.

### **Contact Information**

- Name, address, phone number, and e-mail address.
- Informs the employers where they can reach you if they want to interview you.

### **Career/Job Objective**

- The exact job title of the position you are seeking; keep it brief!
- Your resume is built to support the objective. You must show what qualifies you for this objective.

### **Highlights of Qualifications/Summary of Qualifications**

- Three, four, or five short highlights of your most impressive qualifications for the job.
- This can be anything from skill areas and accomplishments to personality traits. Bilingual capabilities also belong here!
- Do not repeat what appears elsewhere in the resume.

### **Choose A or B for Work Experience Category:**

A. Work Experience

*or*

B. **Related Experience** (related to Objective)

*and*

**Other Experience** (not related to Objective)

- If you choose **B**, you are indicating that you have work that is related to your objective as well as other work experience that is not related to that same objective.
- A list of all past employment, starting with your most recent employer first.
- Job Titles are written in **BOLD FACE**, and listed under each job title is a short description of the tasks and accomplishments you performed for each employer. Begin with an action verb. Use same verb tense for each verb. Use bullets.

## ***Skill Areas***

- Your general skill areas are used as section headings (Certifications, Computer Skills, Customer Service, etc.).
- Under each skill area list those specific job tasks and accomplishments that demonstrate your proficiency in that skill area. Begin with a verb. Use same verb tense. Use bullets.
- This format emphasizes Transkills, those skills which you take from job to job.

## ***Education***

- Highlight your most recent degree, and the colleges or trade schools you attended; put in reverse chronology (most recent school and move backwards).
- List any awards, Dean's Lists, or school projects that pertain to your career objective.
- If you do not have a college education, mention your high school and diploma.
- Under Education, choose another category and write it in **BOLD FACE**: call it **Related Course Work or Course Work in Progress**. List exact course titles under appropriate category. This gives greater credibility to your qualifications.

## ***Additional Personal Information***

- Mention only that personal information that pertains to your job objective; for example: Honors, Awards, Professional Associations, Activities, and Publications. These belong in separate categories of their own, in **BOLD FACE**.
- **Special Skills – (in BOLD FACE)** may include Bilingual status in two or more languages. This might also go under Highlights of Qualifications.

## **ORGANIZATION OF THESE HEADINGS**

Remember that **EMPHASIS** is the key to organization. What is more impressive: your work experience or your education?

If you are a recent graduate with limited professional experience, then your education would be more impressive, and you would want to put all emphasis on it. Therefore, the **Education** heading would be placed before **Experience**.

What if you have a strong work history but your most outstanding achievements are from jobs previous to your last one? What do you stress, your steady work history (chronological format) or your achievements (functional format)? You are worried that if you follow the chronological format, and list your last job first, your most impressive qualifications will be buried. In this case, you can go with the more acceptable chronological format, but include a short Summary of Qualifications to emphasize your most impressive accomplishments and skills first, and still present your strong chronological background.

In short, section headings that contain your most important and impressive information should be listed first.

## **WHAT MUST NEVER GO ON A RESUME!**

Keep your resume focused on your skills and accomplishments. Never mention personal information, controversial information or anything negative about yourself. Do not put references on your resume. They belong on a Reference Sheet, a separate document.

### ***NEVER MENTION THE FOLLOWING:***

- RACE
- RELIGION
- MARITAL STATUS
- POLITICAL AFFILIATION
- SALARY REQUIREMENTS
- REASONS FOR LEAVING A PAST JOB

**Source:** Stanley Krantman, The Resume Writer's Workbook, 2<sup>nd</sup> Edition.  
Delmar: Thomson Learning, Inc., 2007

## HELPFUL TIPS FOR AN EFFECTIVE RESUME

- ✓ Keep the resume to one page unless you have ten or more years of professional experience or developmental training.
- ✓ Avoid abbreviations except for words such as Corp. or Inc. States may also be abbreviated (NY, MA, NJ, CA). Acronyms are also acceptable: RN, COTA, OTA, LPN, and so on.
- ✓ Use bulleted phrases starting with the action verb to describe your duties on the job.
- ✓ Do not make any reference to yourself: I, me, we, and so on.
- ✓ Job descriptions should be results oriented (e.g. Shortened customer wait time in reception area by 40 minutes).
- ✓ Begin with recent work experience and work backwards.
- ✓ Use indentation, underlining, **bold** and Capitalization for emphasis.
- ✓ Use 24 lb. bond white or ivory paper on a laser quality printer.
- ✓ Proofread your work. Have someone else proofread it. Then ask a counselor to proofread your work. Even the smallest mistakes are costly.
- ✓ Avoid using extra words such as “a” or “the.” (Example: Answered multi-line phone system.)
- ✓ Do not lie or exaggerate the truth.
- ✓ Cell phone numbers should be included only if you frequently check messages or have a professional answer recorded for incoming callbacks.



## ***ACTION VERBS LIST***

Use action verbs to describe your duties, skills, work experiences. Use same verb tense for each verb chosen, usually the simple past tense.



## ***SUMMARY OF QUALIFICATIONS***

The “Summary of Qualifications” or the “Highlights of Qualifications” is optional. It will not ruin a resume if it is not present, but properly done, it can be an effective tool! A definition of the Summary might be as follows:

**Short statements that highlight your most  
impressive qualifications and achievements**

- The purpose of the summary is to immediately grab the employer’s attention and impress them. It can be customized to fit the job you are pursuing.
  - An effective summary will generate serious attention.
  - To be effective, the statements must be concise, written with impact (action verbs), and be result oriented.
- 

Generally speaking, the following points hold true:

### **DO NOT INCLUDE A SUMMARY IF.....**

- \*You do not have an impressive list of skills and achievements.
- \*You have already highlighted your most impressive skills in your objective.

### **BE SURE TO INCLUDE A SUMMARY IF.....**

- Your resume is in **chronological format**. Since the focus of such a resume is on dates of employment and job titles, you should utilize the summary to highlight your skill areas as well as any major achievements that may get buried in the body of your resume.
- You have made a **significant** achievement to a past employer.
- You have a **unique combination** of skills.
- You have **many skills** or many impressive accomplishments.
- You have received prestigious awards or honors.
- You have special talents or training that are crucial for your job.



## ***SUMMARY HOW-TO'S***

Your summary is very much like an advertisement. It announces what you have to offer. Like an advertisement, each statement must be concise, full of punch, and be impressive.

Remember that you must sell yourself; put plenty of “sell” into the “Summary of Qualifications”:

1. List your most impressive qualifications – those that will be used to solve problems for your employer.
2. List your most important accomplishments – problems that you have solved or results that you were directly responsible for in your past work experience.
3. List personal qualities that would impress an employer. Highlight those qualities that will grab the employer’s attention, such as “more than 15 years experience,” “ability to work well under pressure,” “scored 97% on Manager’s Training Test.”

## **BUT....**

Limit yourself to five or six statements, at the most.

Look at the examples that follow. They present an idea of an effective Summary of Qualifications.

### ***A Summary for a MANAGER:***

#### **SUMMARY OF QUALIFICATIONS**

- Hired and trained twenty-four assistant managers in a one-year period.
- Created successful questionnaire for evaluating work activities of numerous personnel.
- Under my supervision, turnover was cut by more than 60%
- Received “Manager of the Year Award” 1991
- Ability to handle pressure and get the job done on time.

### ***A Summary for a SECRETARY:***

#### **SUMMARY OF QUALIFICATIONS**

- More than fifteen years experience
- Proficient in WordPerfect and Microsoft Word
- Evaluated office supply vendors for best price and reduced purchasing costs by 10%
- Knowledge of light bookkeeping and payroll
- Highly motivated team player

Source: Stanley Krantman. The Resume Writer’s Workbook, 2<sup>nd</sup> Edition. Delmar: Thomson Learning, Inc. 2007.

**IMA GOODSTUDENT**

22 Park Way  
Goshen, NY 10924

(845) 358-9876  
(845) 463-9800 (cell)

**OBJECTIVE** To obtain a position as a Human Resources Assistant utilizing my education and professional background.

**SUMMARY** Organized and efficient. Self-starter. Excellent oral and written communication skills. Punctual, dependable, a team player.

**COMPUTER** MS Word, Excel, Access, PowerPoint.

**SKILLS**

**EDUCATION** **AAS Business Administration** (May 2007)  
SUNY Orange, Middletown, NY  
**GPA: 3.40.**

**RELATED EXPERIENCE** **Sales Representative/Stock Manager** (2004 – Present)  
The Gap, Middletown Galleria

- Increased retail sales volume by 20% in 2005
- Trained/Supervised six sales associates
- Maintained daily stock records and inventory control
- Developed/marketed sales promotions, media and display advertising

**Sales Representative** (Summers 2005-2006)  
Ekker Vacuums, Middletown, NY

- Sold vacuums door-to-door on commission
- Received “Highest Sales Volume” award

**OTHER EXPERIENCE** **Cashier/Stock Clerk** (2003-2004)  
Hannaford Supermarket, Middletown, NY

**Cashier** (2002-2003)  
Stop and Shop Supermarket, Middletown, NY

**ACHIEVEMENTS** Worked 25-30 hours per week while studying full-time  
Student Member, International Business Honor Society

**Sample Resume Format: Reverse Chronological Style, Times New Roman, #12**

**WILLIAM RODRIGUEZ**  
**58 New Street**  
**New Windsor, NY 12553**  
**(845) 561-5503**  
[willr@aol.com](mailto:willr@aol.com)

**OBJECTIVE** Part-time office assistant/clerk

**SUMMARY**

- Organized, detail oriented
- Motivated, self starter
- Excellent verbal skills
- Proficient in MS Word, Excel, PowerPoint
- Bilingual Spanish/English

**EDUCATION** **AAS Office Technologies** (May 2007)  
 SUNY Orange, Middletown, NY  
**Related Coursework:**  
 Business Math Intro to Business  
 Business & Society Principles of Marketing  
 Principles of Management Business Law  
 Accounting Principles I, II  
 Human Resources Management

**EXPERIENCE** **Receptionist/Administrative Assistant** (01/04--05/07)  
 New York Life, Inc., New Windsor, NY

- Handled multi-line phone system
- Recorded messages; fielded calls
- Maintained appointment schedule for office of ten
- Greeted customers, answered questions with general company information

**Sales Associate** (03/03--12/03)  
 Macy's, Middletown Galleria

- Maintained accurate cash drawer
- Opened/Closed store daily
- Assembled merchandising displays

**ACTIVITIES** OCCC Office Technologies Club (2003 – Present)  
 Member, Orange County Softball League (2000—Present)

**Sample Part Time Resume: Tahoma, #11**

**MARK GORDON VAN NESS**

100 Sycamore Road  
Pleasant Valley, NY 12562

(845) 876-4000  
[mark72@hotmail.com](mailto:mark72@hotmail.com)

**OBJECTIVE:** Seeking a challenging and responsible position in the television industry; special interest in video and production.

**SUMMARY OF QUALIFICATIONS**

- Punctual and dependable
- Excellent customer service skills
- Effective member of a team; equally effective and responsible as independent contributor
- Highly organized and efficient

**RELEVANT EXPERIENCE**

**TECHNICAL/EDITING**

- Edited projects with Professional MII,  $\frac{3}{4}$ " and S.VHS systems
- Videotaped and edited promotional videos for such clients as United Way, Gold's Gym, Pine Grove Dude Ranch, and Cornell Group.
- Operated studio equipment for live and taped broadcasts.
- Set up lighting and audio equipment including wireless systems.
- Utilized A-B Roll, digital mixer, and audio-split editing.

**COMMUNICATION/ORGANIZATIONAL**

- Established strong rapport with customers and co-workers.
- Promoted company at trade shows, and wedding expos.
- Assisted in the development of efficient office procedures.
- Coordinated sales presentation strategy for fraternity car show.
- Assisted in organizing talent show and benefit auction for fraternity.
- Served restaurant customers in a friendly and efficient manner and set up the dining room on a daily basis.

**COMPUTER**

- Performed all desktop publishing for company which included designing marketing materials, tri-folds, fliers, and other promotional materials.
- Proficient in Microsoft Publisher and Word, WordPerfect, and Quattro-Pro.
- Utilized a computer database when dealing with customer accounts.

**EMPLOYMENT HISTORY**

May 1989 - Present	<b>Videographer</b> , VideoLife Productions, New Paltz, NY
May 1992 - Present	<b>Freelance</b> , Videographer and Editor, New Paltz, NY
Summers 1990-94	<b>Waiter</b> , Kirby's Café, Poughkeepsie, NY

## **EDUCATION**

May 1995

Bachelor of Science, SUNY New Paltz

Major: **Business Administration** Concentration: **Marketing**

GPA: 3.3, Major GPA: 3.7

Sample Resume Format, Combination Style: Century Gothic Font, #11

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SUNY Orange • Office of Career & Internship Services

Resume Guidelines 2007-2008

**CHRISTINE LIN**

20 Colonial Drive, Apt. A

New Paltz, NY 12561

(845) 255-0000

[ln98@cs.newpaltz.edu](mailto:ln98@cs.newpaltz.edu)

## **OBJECTIVE**

A position that will utilize my skills in computer programming

## **EDUCATION**

**B.A. Computer Science**, December 2006

State University of New York, New Paltz

Major GPA: 3.3

**A.A. Computer Science**, June 2002

Dutchess County Community College, Poughkeepsie, NY

Major GPA: 3.4

## **SKILLS**

Proficient in C/C++, PERL, JAVA, VISUAL BASIC, HTML

Experienced in UNIX systems administration

Familiar with Windows 97, 98, 2000, DOS, Macintosh,

Microsoft Office Suite (Word, Excel, Access)

## **SIGNIFICANT**

### **PROJECTS**

**Completed project simulation of cashiers in a supermarket.** Defined object-oriented functions such as function, virtual methods, virtual base-classes, inheritance, and polymorphism. Concluded that business with one line and many servers is more efficient than one line for each server.

### **EXPERIENCE**

**Web Page Designer**, May 2003 – 2006

### ***SUNY New Paltz Computer Services Center***

Design Web pages for academic department using HTML, JAVA Applet, and PERL-scripts, and perform regular maintenance and upgrades. Run workshops on HTML for college staff.

**Tutor**, September 2003 – 2004

### ***SUNY New Paltz Computer Science Department***

Tutored up to 20 first and second year students in C++ and algebra courses.

**Computer Assistant**, June 2002 – 2003

### ***Lucky Enterprises, Poughkeepsie, NY***

Installed software, configured hardware, did troubleshooting. Built computers and installed many ethernet networks.

## ***Sample Resume: Chronological Format, Times New Roman #12***

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SUNY Orange • Office of Career & Internship Services

Resume Guidelines 2007-2008

### **Samantha Porter**

College Address (Until May 2006)  
18 Huguenot Street, Apt. C  
New Paltz, NY 12561  
(845) 555-2700

Permanent Address  
290 S. Razorback Road  
Fayetteville, AR 72701  
(501) 443-0704

- Objective** Human Services Counselor: special interest in health.
- Education** B.A. in Psychology. Minor in Spanish. State University of New York at New Paltz. May 2006. Major GPA 3.2. Deans List – 2 semesters
- Study abroad in French, The University of York, England. 2001-2002
- Related Coursework** Psychological and Counseling Theory  
Behavior Modification  
Applications of Learning Theory  
Abnormal Psychology  
Assessment and Testing  
Psychology of Adjustment  
Crisis Intervention  
Group Behavior
- Counseling Experience** **Peer Counselor**, State University of New York, Educational Opportunity Program
- Coordinated weekly interaction with five students to ensure successful academic, social, and emotional development within the campus community.
  - Advised students in regards to academic policies and registration.
  - Acted as a liaison between students and professional counselors. August 03-May 04.

### **Counselor, Camp Willow, Lake Placid, NY**

- Served as a mentor and advisor for 21 girls ages from 9-16.
- Developed educational and recreational activities.
- Taught classes on fitness and health including dance, aerobics, and nutrition.
- Initiated a support group for overweight girls. May 02 – August. 03.

Other positions include receptionist, lifeguard, pet groomer, and tour guide.

- Leadership** **President** 05-06, Secretary 04-05, Zeta Tau Alpha Sorority, SUNY New Paltz. Served on such committees as: social events, campus activities council, awards and banquet, service, and rush. Accomplishments: Organized a blood drive for



5000 students. Delegated responsibility and assignments to 50 members. Voted top 1% of all Greeks which is based on academic and service excellence.

**Senator** 05-06, Associated Student government, SUNY New Paltz.  
Represented the interests of my constituents. Participated in the formation of policies.

**Computer Skills**

Proficient in Microsoft Office Suite, Lotus, FileMaker Pro. Knowledge of both Macintosh and IBM systems.

\*Financed 100% of education through scholarships and part-time work.

**Sample Resume: Chronological Format , Times New Roman #11**

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SUNY Orange • Office of Career & Internship Services

Resume Guidelines 2007-2008

**DENISE M. CARPENTER**

570 Allison Drive  
Santa Barbara, CA 93103  
(8805) 569-1110

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**OBJECTIVE**

Research Assistant, Clerk or Writer/Editor for a Law Firm

**PROFESSIONAL PROFILE**

- Developed excellent skills in legal writing and research.
- Highly organized, dedicated with a positive attitude.
- Outstanding ability to communicate with all types of people.
- Work well under pressure; thrive on challenging projects.
- Ranked in the Top 10 of first year students in law school.

**EDUCATION**

JD, Santa Barbara College of Law

Graduation: 1990      GPA: 3.55

**Law-Related Courses**

Legal Writing & Research....Criminal Law....Criminal Procedure....Contracts  
...Torts.....Juvenile Law.....Family Law...Wills & Trusts....Personal Property  
.....Real Property.....Civil Procedures .....Dispute Resolution.....Bioethics

**EXPERIENCE**

**Research Writing & Communications Skills**

- Wrote and submitted a client history on behalf of a Cuban detainee at Lumpoc Federal Prison.
  - Contacted client's family to verify USA sponsorship.
  - Researched extensive criminal record.
  - Represented and counseled client at an INS deportation hearing.
- Researched and wrote a summary on the origins of Canons of Legal Ethics.
- Participant in a thorough research project to establish a curriculum for the Santa Barbara College of Law Writing and Research class.

## **Project Coordination/Management**

- Prepared income tax returns in conjunction with the IRS and the Volunteer Income Tax Assistance Program.
- Managed a major grocery store in Santa Barbara.
- Hired, trained and supervised 5-100 employees.
- Oversaw the entire budget; responsible for increasing annual profits by 96 percent within the first year.
- Developed and coordinated an effective employee training manual and video.
  - Wrote, directed, casted and introduced the scanner system to 25,000 employees through California.

## ***EMPLOYMENT HISTORY***

Assistant Mgr/Bookkeeper, Alpha Beta Market, Santa Barbara

1978 - Present

**Sample Resume Format: Functional, Times New Roman #11**

**SOURCE: The Resume Guide for Women of the 90's by Kim Marino. Ten Speed Press, 1992.**

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**SUNY Orange • Office of Career & Internship Services  
Guidelines 2007-2008**

**Resume**

**MARYANN HOWSER  
5001 Kanova Place  
Santa Barbara, CA 931703  
(8805) 569-2220**

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## ***REAL ESTATE ASSOCIATE***

### **PROFESSIONAL PROFILE**

- Experienced in client relations, sales & promotions.
- Organized, dedicated with a positive attitude.
- Outstanding talent for assessing people's needs.
- Proven ability to gain clients' confidence and trust.
- Gained valuable business and personal contacts throughout the Santa Barbara community.
- Passed **Real Estate Salesman's** Examination, 1990.

## **EXPERIENCE**

### **Real Estate Experience**

- Assisted in the design, construction & sale of a Santa Barbara condominium.
- Established an effective marketing strategy to promote the sale of property.
  - Designed flyers and newspaper advertising; distributed flyers.
  - Arranged and conducted open house.
- Familiar with blueprints and architectural plans with understanding of conceptual design.

## Sales, Promotions & Organization

- Organized and coordinated an entire summer tennis program for children at a private tennis club in Montecito.
- Promoted services through effective telemarketing techniques, through product knowledge and exceptional client relations.
- Compiled computer data to keep track of profits & losses of monthly sales.

## Client Relations

- Interface with clients and members to interpret their needs and priorities.
- Develop innovative, non-competitive teaching techniques for adults and children, focusing on individual strengths.
- Advise clients and members in a professional and concerned manner, securing their trust and confidence.

## EDUCATION & LICENSES

California Real Estate Salesman's License, 1990  
BA Degree, Communication, UC Los Angeles, 1979

## EMPLOYMENT HISTORY

Tennis Instructor, <u>A Tennis Club</u> , Montecito, CA	1989- present
Teacher's Assistant, <u>Los Angeles School District</u>	1986-88
Pre-School Teacher, <u>Children's Pre-School</u> , Los Angeles, CA	1983-85
Tennis Instructor, <u>City of Los Angeles</u> , Recreation Dept.	1978-80

**Sample Resume Format: Combination, Times New Roman #11**

SOURCE: The Resume Guide for Women of the 90's by Kim Marino. Ten Speed Press, 1992.

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SUNY Orange • Office of Career & Internship Services

Resume Guidelines 2007-2008

MOLLY RACHEL McKINSEY  
5720 Green Street  
San Francisco, CA 94750  
(415) 450-2378

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**Objective: To successfully market nonprofit organizations**

## EDUCATION

**MBA**, University of Santa Clara, Santa Clara, CA, December 1984

Emphasis: Marketing and Finance

**BA, French Literature**, UC Berkeley, Berkeley, CA, June 1980

Phi Beta Kappa

## **EXPERIENCE**

AMERICAN LIBRARY, Geneva Switzerland

1987-90

**Publicity Coordinator** (volunteer position)

- Developed marketing program.
- Wrote magazine articles and radio announcements.
- Organized direct mail program.
- Designed and produced brochure for new members.
- Managed advertising campaign for annual booksale.
- Gave presentations to community groups.

WELLS FARGO BANK, San Francisco, CA

1985-87

### ***Project Manager***

- Managed implementation of the Wells Fargo/Crocker overdraft class action suit settlement, including 22 sub-projects and a \$1,000,000 budget.
- Served as liaison between Consumer Marketing, Credit Card, Legal, Operations, Systems, and Public Relations departments.
- Coordinated development and projection of customer communications.
- Awarded bonus and letter of commendation at completion of project.

### ***Associate Product Manager***

- Managed summer advertising campaign for checking accounts.
- Researched proposal for an upscale customer service program.
- Developed conversion plan for Crocker certificate of deposit accounts for the Wells Fargo/Crocker Bank merger.
- Edited and coordinated branch training materials.

**MOLLY RACHEL  
McKINSEY**

***Page Two***\_\_

## ***EXPERIENCE continued***

WELLS FARGO BANK, San Francisco, CA

1985-87

### ***Assistant Product Manager***

- Analyzed interest rates and presented pricing recommendations to senior management on a weekly basis.

- Wrote monthly business reviews and marketing proposals.
- Researched and analyzed competitive products and institutions.
- Wrote telemarketing scripts and assisted with telemarketing training.
- Created and managed branch incentive campaign.

CLAIROL, INC., Oakland, CA

1981-84

### ***Sales Representative***

- Responsible for selling Clairol haircare products directly to major drug store chains and mass merchandisers, e.g. Longs, Kmart.
- Achieved 15 percent annual increase for San Francisco-Sunnyvale sales territory.
- Designed and installed haircolor department layouts and displays.
- Presented new products, major promotions and business reviews.
- Provided personalized customer service and follow-up.

EMPORIUM-CAPWELL, Fremont, CA

1980-81

### ***Department Sales Manager***

- Trained, supervised and motivated sales staff of 15 employees.
- Analyzed sales trends and established sales goals.
- Negotiated procurement of best-selling items with central buying office.
- Redesigned layout of sales floors to emphasize faster growing businesses.

## **SPECIAL SKILLS**

- Fluent in French (Diploma, University of Geneva, July 1988)
- Proficient on IBM and Macintosh PC's (Lotus 1-2-3, Microsoft Word)

## ***REFERENCES AVAILABLE UPON REQUEST.***

**Sample Resume Format: Chronological, 2-page resume—Times New Roman #12**

**SOURCE:** The Resume Guide for Women of the 90's by Kim Marino. Ten Speed Press, 1992.

***Christopher  
Robin***

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**OBJECTIVE:** RN position in a Pediatric Unit

## **SUMMARY OF QUALIFICATIONS:**

- Experienced with pediatric patients in urgent care
- Good listener with ability to assess needs
- Ability to monitor patient's vital signs in ER unit
- Bilingual: Spanish/English

## **LICENSES/CERTIFICATIONS:**

- Eligible for licensure by NCSBN, May 2006
- Cardiopulmonary Resuscitation Certification, current.

## **EDUCATION:**

AAS Nursing May 2006  
SUNY Orange, Middletown, NY  
GPA: 3.6  
Honors Program  
Dean's List three semesters

## **CLINICAL EXPERIENCE:**

*Nursing IV Clinical (Spring 2006)*

### √ **ORMC (Arden Hill Campus) – Goshen, NY**

- Worked with patients on Telemetry Floor
- Assessed patients in Intensive Care
- Monitored IV lines
- Administered medications
- Monitored vitals in both areas

### √ **Middletown Psychiatric Center – Middletown, NY**

- Assessed patients with schizophrenia, manic-depression, substance abuse
- Monitored daily vitals

*Nursing III Clinical (Fall 2005)*

### √ **St. Luke's Cornwall Hospital – Newburgh, NY**

- Assessed pediatric population
- Monitored vitals
- Administered medication
- Worked with women's health clients

**Christopher Robin**

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**CLINICAL EXPERIENCE continued:**

*Nursing III Clinical (Fall 2005) continued:*

√ **ORMC (Horton Hospital) – Middletown, NY**

- Worked with post-partum clients and newborns
- Changed newborn diapers and bedding; bonded with newborns and fed newborns

*Nursing II Clinical (Spring 2005)*

√ **ORMC (Arden Hill Campus) – Goshen, NY**

- Assessed/Monitored progress of patients on General Medical/Surgical floor

√ **St. Luke's Cornwall Hospital – Newburgh, NY**

- Worked with patients on Medical/Surgical floor: renal and diabetic patients

*Nursing I Clinical (Fall 2004)*

√ **Elant Nursing Home—Goshen, NY**

- Cared for geriatric population

√ **ORMC (Horton Hospital) – Middletown, NY**

- Cared for patients on Medical/Surgical floor

**MEMBERSHIPS:** SUNY Orange Nursing Club

**\*Allied Healthcare Candidates need special instructions for resumes.  
Come to Career Services to receive booklet on Healthcare Resumes.**

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ResumeGuidelines 2007-2008**

**JASON DE MARCO**

1030 Saddlehorn Drive  
Hendersonville, TN 37075

Home: (615) 555-1097  
E-Mail: [jdemarco@aol.com](mailto:jdemarco@aol.com)

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**A + CERTIFIED SERVICE TECHNICIAN**

Highly skilled technical professional demonstrating knowledge and skill with various PC-based operating systems, networks, and software applications. Trained to support end users in a Windows environment via telephone and hands-on support. Diagnose and troubleshoot PC and basic network problems. Install and configure software only individual and networked systems. Set up PC's, printers, modems, monitors, and other ancillary equipment and attach them to networks. An effective communicator with solid professional abilities, a strong work ethic, and a commitment to excellence.

**TECHNICAL SKILLS**

**Operating Systems & Networks**

Windows XP, 2000, 98-Windows Server 2003

**Applications**

Expertise with Microsoft Office (Word, Excel, and PowerPoint)  
Basic knowledge of Microsoft Access—Lotus 1-2-3 – Word Perfect

***ABILITIES***

- Help Desk Support / Customer Service
- On-Site Technical Support
- Installation / Configuration
- Troubleshooting / Repair

**CERTIFICATIONS**

**A+ Service Technician Certification** – August 1999  
Career Blazers Learning Center – Delray Beach, Florida

**PC Applications** – May 1999  
Edward Ross Career & Employment Institute – Deerfield Beach, Florida

**EDUCATION**

**Degree Program: Associate of Applied Science** (45 credit hours) – 1993-1996



## WORK EXPERIENCE

### **Computer Technician** – 1999 to Present

Wireless Innovations – Nashville, Tennessee

- Perform troubleshooting, repairs, and upgrades for company's LAN system.
- Provide on-site software training and technical support to end users using Windows, MS Word, MS Excel

### **Route Salesman** – 1990 to 1999

Blanding Brothers – Fort Lauderdale, Florida

- Serviced commercial accounts, primarily supermarkets, delis, and convenience stores.
- Prepared daily log to track inventory, sales, collections, and payment receipts.

## ***Sample Resume: Combination Format, Times New Roman #10***

**SOURCE:** Expert Resumes for Computer & Web Jobs by Wendy S. Enelow & Louise M. Kursmark, 2<sup>nd</sup> Edition. Indiana: JIST Publishing Company, 2005.

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Resume Guidelines 2007-2008

**JONATHAN P. WOODRIDGE**

41 Chatham Avenue • Cherry Hill, NJ 08034 • 609-714-8020 • [jpw@aol.com](mailto:jpw@aol.com)

## **Programming / Software Training / Technical Support**

### **SUMMARY**

- High-energy, self-directed professional with a technical / business academic background and 10+ years of successful business experience.
- Frequent recognition for outstanding performance in positions requiring strong planning, analytical problem-solving, and customer service skills.
- C++ programming experience, using class functions and conversions, inheritance and dynamic memory location, I/O file streams, data files, and data structures: arrays, strings, addresses, and pointers.
- Developer of programs that integrated Visual Basic with Access.
- Extensive background in training and customer service; able to clearly convey information
- Proven ability to assess and hurdle complex obstacles, viewed as a strong troubleshooter.

Programming Languages: C++, Visual Basic

**Software:** MS Excel, Access, PowerPoint, Word, Visio

**Operating Systems:** Windows XP/2000/98

**Hardware:** IBM-compatible PCs

## **EDUCATION / PROFESSIONAL DEVELOPMENT**

A.S., Computer Science / Business Administration: Dumont County College,

Dumont, NJ

Professional Seminars / Training Programs: Customer Service, Training, Interviewing.

Employee Relations / Coaching

## **SKILLS AND ACCOMPLISHMENTS**

### ***Programming***

- Developed an amortization chart in C++ that allowed user to enter input to calculate payments, balances, and interest paid.
- In C++, created a bowling program that recorded score data input by user and stored it in a output data file for later use.
- Developed programs for the real estate and fast food industries that integrated Visual Basic with Access, utilizing the database in the interface and retrieving it using SQL statements.

### ***Technical Writing***

- As project manager, led a team of 6 in the development of a software manual.
- Conducted an analysis of the software program and typical users, assigned responsibilities, completed a task list, developed task completion dates, and performed frequent reviews to assess progress.
- Ensured clarity and integrity of document and use of appropriate terminology.

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**JONATHAN P. WOODRIDGE**

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## **SKILLS AND ACCOMPLISHMENTS (continued)**

### ***Planning / Leadership / Training / Troubleshooting***

- Managed the operations of multimillion-dollar retail locations, with responsibility for sales, customer service, cost containment, recruiting, training, scheduling, and inventory.
- Received frequent regional and district recognition for sales volume and expense control.
- Evaluated problems at various sites and devised and implemented solutions.
- Trained managers throughout the region, while maintaining responsibility for store management.
- Conducted group orientation and training sessions for seasonal sales associates.

### ***Customer Service***

- Focused on creating customer-centered environments that inspired repeat business.
- Emphasized quality service with management trainees and staff.

## **PROFESSIONAL EXPERIENCE**

Store Manager, The Man's Shop, Sea Girt, NJ  
Store Manager, Carltons of California, Freehold, NJ

1996-2002

1989-1996

## **INTERESTS**

*Investing and Financial Management*

### **Sample Resume: Functional, Times New Roman #12**

**SOURCE:**     Expert Resumes for Computer & Web Jobs by Wendy S. Enelow &  
Louise M. Kursmark,   2<sup>nd</sup> Edition. Indiana: JIST Publishing Company, 2005