

Guide To Writing A Professional Resume





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- Career Assessments
- Networking Skills
- Job Search Planning
- Graduate School Guidance
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SNHU Career Development



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SNHU Community

Getting Started

Resumes capture your skills and experiences in a format that highlights your accomplishments and strengths for a potential employer.

As you prepare to write your resume, reflect on the positions you have held both in professional settings as well as in campus leadership roles.

Focus on the skills and experiences that are most relevant to the field of work you are pursuing.

What should an effective resume do?

- Spark interest in a captivating, clearly defined product - YOU
- Compel the employer to invite you for an interview

This guide is designed to help you get started. It includes all the information you will need to build an effective professional resume.

The Career Development Center's professional staff can provide important insight and guidance in this process.

Please contact the office if you have questions or need additional information.

Getting Started

Step One:

Do not use templates provided through software or online, these prove very difficult to edit and customize. The first sections in this workbook are designed with information and guidelines to help you get started:

1. **Components of An Effective Resume**
2. **Quick Tips for Using MS Word**

Also review the Sample Resumes included at the end of this workbook. Employers from different industries may have different requirements for information they expect on a professional resume.

Step Two:

Add your relevant information. Be sure to include your most current contact information. Also verify that the information you are adding is correct. Your degree and GPA must be accurate. Check this information with your academic advisor if you have questions.

Step Three:

Add your experiences. This is the most important part of the resume. Experiences should be listed in reverse chronological order—begin with the most recent position and move backward. Focus the bullets in your descriptions on what you accomplished in each role rather than just your job responsibilities.

This section should highlight how you used your skills in different roles. It should also focus on the contributions you made in the position. The resume should describe why a potential employer would want to hire you. Before you get started, review the section entitled: **Writing Accomplishment Statements.**

Getting Started

Step Three (Continued):

Word choice is also important. Use action verbs that are appropriate for the type of work you are pursuing. A list of verbs is included in this workbook. If you are unsure how to write your description, review sample job descriptions for the type of position you are pursuing. The terms employers use to describe the role should be incorporated into your descriptions.

Your experience may be divided into different categories. The resume samples in this workbook often separate campus and professional experience into different sections. This allows you to separate information in relevant categories for the reader and to highlight your most important roles.

Step Four:

Add skills and interests. The skills section should be specific. List computer software packages and be sure to add advanced training. For example, if you have advanced knowledge of Excel and can build pivot tables add this information.

If you choose to include interests, make sure they are accurate and tell a story. This part of the resume is optional and allows you to personalize the document. Be prepared to speak to these items in your interview. They should complement your background and provide the employer with an opportunity to get to know more about your background.

Components of an Effective Resume

Please note: When creating your resume, start a new document. Please do NOT use templates provided by software products as these are difficult to edit.

NAME (Uppercase and Bold; 14-16pt)

Phone | Email

Current Address:
Street Address
City, State, Zip

Use the tab key or function – not the space bar, to align dates.

Permanent Address:
Street Address
City, State, Zip

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY
Candidate for (Degree – example: Bachelor of Science)

Manchester, NH
May, 2013

- Major; minors
- GPA when appropriate (3.0 or better)
- Honors, awards
- Relevant projects and/or coursework:

Font size between 10 and 12; Times New Roman and Arial are examples of professional fonts.

SEMESTER ABROAD INSTITUTION NAME

City, Country
Dates

- Include courses or area of study

EXPERIENCE

NAME OF COMPANY

List experiences in reverse chronological order - most recent first.

Job Title

- Start with action verbs to describe your accomplishments (see *Action Verbs* list)
- Provide employer with examples of relevant projects and results.
- Incorporate your skills and competencies into your descriptions.

Location
Dates (Month/Year)

Use appropriate verb tense - present for current positions; past for former positions.

NAME OF COMPANY

Job Title

- If you held multiple positions, or if you were promoted to a new role, use this format.

Job Title

- Use this format to show how previous accomplishments led to promotion.

Location
Dates

Dates

LEADERSHIP/COMMUNITY SERVICE/VOLUNTEER ACTIVITIES

NAME OF ORGANIZATION, Title

Dates

- Use this section to highlight campus leadership roles, community involvement and/or volunteer work.
- Focus on the projects you completed and the skills you used in these roles
- When appropriate, provide information about # of hours committed to activity

SKILLS/INTERESTS

Technical Skills: In addition to Microsoft applications, indicate level of proficiency and other software, hardware or research tools that relate to the employer or position.

Language Skills: List language with level of proficiency.

Interests: Include other unique information that adds value to your application – this is an opportunity to include information that is important but not included elsewhere on the resume.

Components of an Effective Resume

General Resume Guidelines

- Keep the resume to **ONE** page (the professional standard is one page per 10 years experience).
- **Font:** 10 -12pt for text and headings; 16pt for name.
- Use appropriate **verb tenses** – present for current jobs; past for former positions.
- Use bold and underlining sparingly for emphasis.
- Don't forget to include phone and email as part of contact information. Use your SNHU email address or an email address that sets a professional tone.

When Describing Experience

Keep the Focus on Your Audience: The Employer

- Use professional terms/examples relevant to the employers' industry.
- Highlight transferrable skills for the position/field.
- Start each bullet with an action verb. (See examples in this workbook.)
- Include results: Demonstrate your accomplishments in each role by giving examples of projects completed or goals achieved.

Please note:
Choose one of these titles not all—these are examples to help you get started.

Do Not Include:

- Personal pronouns: I, me, they, we
- Personal details: age, race, nationality, etc.
- Photographs
- Acronyms or abbreviations
- “References available upon request”

Quick Tips for Using Microsoft Word

Simple tips to create a quick, professional-looking resume that fits on one page and includes everything.

Do ***NOT*** use a Microsoft resume template, or any other template as these products are difficult to edit when making changes.

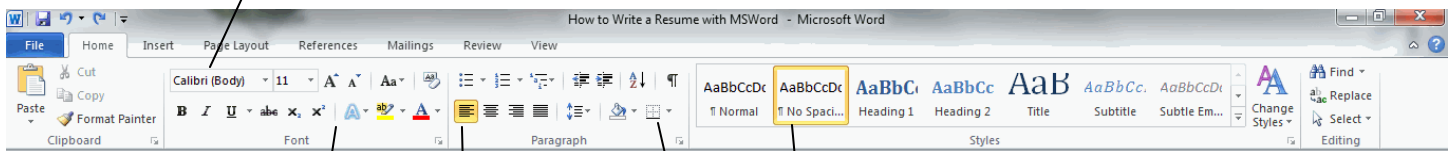
Under the "Home" Tab:

Font:

Use a "professional looking" font, 10 – 12pt, e.g. Arial, Calibri, Times New Roman, Cambria.

You can fit 33% more words on a line using Times New Roman 10pt compared to Arial 12pt.

Use same font throughout and only one or two font sizes except your Name - 14-16pt.



Style Elements (**Bold**, *Italics*, Underline):

Use for only one item per section - **Bold** has best visual impact.

Styles: The default Style is "Normal". Before starting your resume, **select "No Spacing"** – this option condenses sentence spacing and is very easy to work with.

Borders: Use this feature to insert vertical and horizontal lines in the document. To insert a horizontal line to separate sections, use Bottom Border or Top Border.

Paragraph:

Text Alignment

Left Align Text is the simplest and most efficient use of space.

Center is useful for name/contact information and for Section headings.

Justify is very clean looking, but takes up more space between words.

Bullets: Use to make skill statements and items within a section stand out.

Simpler is usually better: • ▪ ○ are the most common; be consistent throughout resume.

Writing Accomplishment Statements

What are Accomplishment/Skill Statements?

These ‘bullets’ or brief sentence fragments describe what you have done, how you did it, and why you did it. They are written evidence of your skills and the results, achievements and successes from your past experiences. They are what make you stand out and provide proof of the **VALUE** you can bring to a prospective employer.

Accomplishments can be drawn from your work or from internship experiences, volunteer activities, community involvement, military experience, education (undergraduate or graduate) and personal successes. **They are the most difficult part of the resume to write - and the most important.**

Step One: Write Your “Stories” First

- List all of your experiences – jobs, volunteer positions, class projects, campus organizations, etc.
- For each, write a short “story” that includes all of the details of that experience – what you did, how you did it, what was the purpose of doing it – from beginning to end, lots of details
- Ask yourself these questions as you are writing your “stories”:

What were my **duties/responsibilities**?

What were the **challenges** I faced – what **action** did I take to solve those challenges?

What **results** did I achieve because of the work I performed?

Did I develop/demonstrate any of the following skills: Communication (verbal or written); problem solving; initiative; time management; organizing/planning; teamwork; flexibility; leadership; technical/computer

- From your “stories”, extract 3-5 of the most impressive, most relevant, most transferable skills/results and write accomplishment statements for each

Step Two: Identify The Most Impressive/Relevant Accomplishments

Choose your top 3-5 accomplishments from your story. Put yourself in the place of your prospective employer – which accomplishments have the most value or interest to her/him?

Step Three: Write Your Accomplishment Statements

For each accomplishment you choose, there are three steps to writing an accomplishment statement. The first is to identify the **Challenge, Action and Results (CAR)** for each one of your accomplishments.

C= Challenge or opportunity or problem that existed

A=Action you or your team took to solve the problem

R=Result or outcome of your efforts

Writing Accomplishment Statements

Step One: Write Your “Stories” First

Sample Story:

Resident Assistant, junior year of college

I was assigned to one of the 1st year dorms. I went through a summer orientation/training program that was taught by the Resident Directors. We had training sessions on campus support systems and departments, facilitating groups, developing programming, interpersonal skills and conflict resolution, event planning and marketing, campus rules and regulations, alcohol and drug issues, sexual assault protocols, and emergencies.

It was emphasized that my job was to orient students (30-40) successfully to campus – residence life, campus life, and classroom success – with the ultimate goal of having the student be successful and return to campus for their 2nd year and beyond. After my training, I planned a welcome-to-campus event for their first weekend. The focus of the event was that it be fun, interactive and conducive to students making new friends. I knew that the first time away from home can be stressful and I wanted each student to know they had friends and resources that could help with any transition problems. That first event was very successful and many of the students commented on how much fun it was. Also, I could see relationships beginning to form.

Since then, I have planned and organized social and informational events several times each semester. I have created paper and electronic marketing materials to promote these events and have used social media and traditional means to advertise them. Some examples are ‘Dress for Success’, ‘Resume Writing’, ‘Drugs and Alcohol on Campus’, ‘Learning Center Resources’. I have an open door policy and frequently students meet with me to discuss issues that arise, e.g., academic choices, roommate issues, campus resources. I created a “hotline” so that students could submit immediate concerns anonymously, if they desired. I have had to mediate disputes between roommates, floor mates and dorm mates. I occasionally have to enforce university rules and regulations and to report breaches to campus security.

Step Two: Identify Accomplishments

Some of the accomplishments in this story include:

1. Planned and organized social and informational events
2. Created marketing/promotional materials to advertise events
3. Utilized social media effectively
4. Counseled individuals and mediated conflicts
5. Quickly absorbed extensive training information, university policies and regulations, and enforced them

Step Three: Write Your Accomplishment Statements

Challenge

30-40, 1st year college students need to be oriented to a college environment and engaged in campus life

Action

Collaborated with Assistant Residence Director and fellow Resident Assistants to develop student programs that encouraged students to participate in residence and campus life and to utilize campus resources

Planned and organized events utilizing various campus offices and resources

Created appealing promotional materials and marketed via social media to enhance attendance at events

Result

75% of students participated in half of all planned events

Resulting Accomplishment Statements on Resume:

- Created and delivered well-attended series of programs for 30+ first year students to accomplish integration into residence and campus life; collaborated with multiple campus offices to present critical information and resources
- Promoted events through traditional and social media sources, achieving 75% student participation rate in more than half of events.

Sample Accomplishment Statements

CAMPUS INVOLVEMENT

- Coached and motivated current freshmen through weekly meetings to help them develop and maintain effective time management, study, and motivational skills.
- Managed community of 18 residents by moderating conflicts, setting goals, and providing activities and learning opportunities for students.
- Manage the equipment room including: supervising and training staff, distribution of recreational equipment to students, inventory and maintenance of uniforms and setup/breakdown of events held in the athletic complex.
- Conduct campus tours to promote SNHU campus to prospective students and parents, utilizing communication and public speaking skills and extensive knowledge of campus facts and figures.

INTERNSHIP

- Updated statistics databases, conducted company research, and wrote professional press releases and documents for NASCAR events.
- Participated in the production of a radio commercial for the Regional Transit Authority Campaign and assembled map guide holders that were distributed to 70 different locations on Cape Cod.
- Implemented specialized software program - developed project plan, assisted with data migration and clean-up effort from old system to new, gave demos/trained users on system and documented bugs/made recommendations for system improvements.
- Under supervision of mentor teacher, taught: math lessons based on Everyday Math Program, social studies, word activities, guided reading; designed and taught science ecology unit.

CLASS PROJECT/ RESEARCH

- Conducted global sales analysis, market trends, and gap analysis for the pharmaceutical and dietary supplement markets; identified and monitored competitors including market share trends; researched market conditions and industry changes.
- Completed a comprehensive market survey for introducing a new product to Southeast Asia: analysis of market size and gap analysis between current infrastructure and infrastructure required to successfully penetrate market; presented findings to senior leadership team.

WORK

- Supervised 20-40 sports camp participants during two golf camps and one basketball camp; oversaw overnight stay in residence hall and ensured timely arrival at camp and meals.
- Organize and manage multiple tables and long wait lists to ensure the coordinated delivery of satisfactory dining experiences for a high traffic restaurant.
- Co-Managed Rutland Farmers Market stand that generated revenue of \$1,500 per week on average; supervised set-up and break down, promoted farm and produce, assisted customers.
- Re-merchandised the sales floor at least once each month in Missy and Petite sections to create unique visual displays resulting in requests for merchandise featured on mannequins.

Sample Action Verbs

Management & Leadership	Communication	Research	Technical	Teaching	Organizational	Financial	Creative	Service & Helping
Analyze Assign Attain Chair Contract Consolidate Coordinate Delegate Develop Direct Evaluate Execute Improve Increase Organize Oversee Plan Prioritize Produce Recommend Review Schedule Strengthen Supervise	Address Arbitrate Arrange Author Correspond Develop Direct Draft Edit Enlist Formulate Influence Interpret Lecture Mediate Moderate Motivate Negotiate Persuade Promote Publicize Reconcile Recruit Translate Write	Clarify Collect Critique Diagnose Evaluate Examine Extract Identify Inspect Interpret Interview Investigate Organize Review Summarize Survey Systematize	Assemble Build Calculate Compute Design Devise Engineer Fabricate Maintain Operate Overhaul Program Remodel Repair Solve Train Upgrade	Adapt Advise Clarify Coach Communicate Coordinate Develop Enable Encourage Evaluate Explain Facilitate Guide Inform Initiate Instruct Persuade Set goals Stimulate	Approve Arrange Catalogue Charter Classify Code Collect Compile Correct Correspond Distribute Execute Generate Implement Incorporate Inspect Maintain Monitor Operate Order Organize Prepare Process Provide Purchase Record Review Screen Systematize Validate Verify	Administer Allocate Analyze Appraise Audit Balance Budget Calculate Compute Develop Forecast Manage Market Plan Project Research	Create Design Develop Direct Establish Fashion Found Illustrate Institute Integrate Introduce Invent Originate Perform Plan Revitalize Shape	Assess Assist Clarify Coach Demonstrate Diagnose Educate Expedite Facilitate Familiarize Guide Refer Rehabilitate Represent

Sample Resume - Business/Finance

Frank Finance

frank.finance@snhu.edu
(603) 444-5555

Campus Address:

Southern New Hampshire University
2500 North River Road
Manchester, NH 03106

Permanent Address:

123 Main Street
Anytown, NH 03123

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Science in Business Administration
Concentration: Finance and Accounting
Cumulative GPA: 3.9

Manchester, NH
expected May 2015

3Year Honors Program: Selected to participate in a nationally recognized, highly competitive, integrated business program, acknowledged for its innovative curriculum and experiential, team-based approach to business learning.

FINANCIAL ANALYSIS PROJECT

- Researched and reviewed the financial portfolios of six publicly traded companies including Google and Starbucks.
- Conducted financial risk analysis using financial models and reviewed company balance sheets, cash flows and risk ratings.
- Developed a financial matrix to evaluate and benchmark performance results based on projected marketability of products.
- Conducted comprehensive research and summarized data and findings for the group
- Delegated work tasks to maintain productivity and efficiently drove project completion in strict seven day deadline.
- Prepared and presented findings to panel of faculty.

PROFESSIONAL EXPERIENCE

Finance Intern, FIDELITY INVESTMENTS, Merrimack, NH

Summer 2014

- Reported and analyzed monthly worldwide headcount.
- Prepared monthly Finance Project Investment Board presentations for Global Finance Excellence Initiative.
- Monitored and reported global financial measurements to corporate controller.
- Supported corporate cost center analysts.

Risk Management Intern, CITIZENS BANK, Manchester, NH

January 2014 - May 2014

- Determined customer credit risk through careful investigation of financial statements, outstanding accounts receivable, and cash flow history.
- Collaborated with commercial lending department by providing supporting documentation and recommendations for lending.
- Identified 70 potential new customers while conducting an independent marketing research project.

TECHNOLOGY SKILLS

Computer: Microsoft: Word, Excel, PowerPoint, Project, Access, Outlook; SAP; Hyperion Enterprise, Moody's Rating, Salesforce.com, Wolfram Mathematica.

Microsoft Excel/Office – Proficient with advanced tasks including statistical functions, data organization, and data analysis.

Language: Fluent in Mandarin and Spanish

LEADERSHIP, TEAMWORK, AND INTERESTS

- **Student Tutor** – Demonstrated leadership skills as a tutor for other finance students.
- **Future Business Leaders of America**- Active member for three years and served as treasurer for two consecutive years.
- **Academic Research** – Areas of interest include co-skewness, co-kurtosis, co-jump analyses of return distributions as well as non-central term structure equilibrium model development.
- **Interests**– Snowboarding, soccer and portfolio management.
- **Volunteering**- Work to fight against hunger by volunteering with the Friendly Kitchen to provide food to the needy.

Sample Resume - Education

Emily Educator

555 Main Street • Anywhere, NH 03106 • 603-123-4567 • emily.educator@snhu.edu

EDUCATION

Highly Qualified Teacher, Elementary Education
New Hampshire Teacher Certification, K-8

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Arts, Elementary Education
GPA 3.9 | President's List

Manchester, NH
May 2015

Professional Development

NHLDA Annual Conference, Concord, NH
Teacher Workshop Day, Merrimack, NH School District

November 2014
April 2015

OBSERVATION/FIELD EXPERIENCE

(100+ hours in all elementary grades and subjects – 2012-2014)

Hooksett, NH School District
Raymond, NH School District
Auburn, NH School District

Candia, NH School District
Bedford, NH School District
Manchester, NH School District

EDUCATION EXPERIENCE

FOURTH GRADE, GREEN VALLEY ELEMENTARY SCHOOL

Student Teacher

Manchester, NH
Jan 2015 - May 2015

- Prepare and implement daily lessons in multiple content areas.
- Plan educational objectives and lessons for various ability levels including non-English speakers, special needs and academically accelerated students.
- Use effective classroom management strategies to support successful learning environment.
- Utilize variety of educational tools including games, team-building exercises, dramatic arts, video, lectures and alternative activities to engage students and encourage meaningful learning.

SHERRY'S DANCE STUDIO

Zumba® Instructor/Substitute

Concord, NH
Sep 2010 - Aug 2014

- Assist in the organization of annual recitals.
- Use appropriate classroom management strategies to support learning environment.
- Learn and implement appropriate choreography instruction for weekly Zumba® classes.
- Contribute to positive, ethical, and respectful dance/fitness environment.

OTHER EXPERIENCE

TD BANK

Customer Service Representative I

Manchester, NH
Sep 2011 - Present

- Assist bank patrons while selling TD products to new and existing customers.
- Provide confidentiality and maintain privacy of customer database.
- Manage variety of monetary transactions and balance multiple cash drawers.
- Train new associates and provide constructive feedback.

VOLUNTEER ACTIVITIES

Appalachia Service Project, (summers, 2010 - 2012)

- Traveled to rural Appalachia with group of 70 volunteers to provide home repair to region's impoverished.
- Participated in evening programming and morning devotion.

Sample Resume - Marketing

Matthew Marketing

matthew.marketing@snhu.edu

(603) 444-5555

Campus Address:

Southern New Hampshire University
2500 North River Road
Manchester, NH 03106

Permanent Address:

123 Main Street
Anytown, NH 03123

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Science in Marketing

Minor: Professional Selling

Cumulative GPA: 3.5

Presidential Scholar

Manchester, NH
expected May 2015

LEADERSHIP AND ENGAGEMENT

- **Vice President: Professional Sales Club**- Founding member of the club formed in 2014 to promote professional selling.
- **Senator: SNHU Student Government** – Developed Penmen Pride initiative, in order to promote campus spirit and tradition.
- **Conferences:** Participant in the 3 Day, **Hubspot-Future M Inbound Marketing Conference** in Boston.
- **Member:** American Marketing Association, Manchester Young Professionals Network and Toast Masters

PROFESSIONAL SALES PROJECT

- Developed a proposal for Amtrak to purchase Wi-Fi services from Comcast to increase ridership in the New England market.
- Conducted a SWOT analysis for Amtrak by analyzing competitors, analyzing financial results and researching market trends.
- Developed a value proposition for the services to be provided by Comcast at a reduced cost.
- Identified customer needs and potential new target markets, while working collaboratively with a team.
- Created and performed sales pitch role plays to increase sales skills and practice overcoming objections.

PROFESSIONAL EXPERIENCE

Social Media and Content Marketing Intern, CCA GLOBAL PARTNERS- Manchester, NH Summer 2014

- Developed marketing concepts and SEO rich content by researching and writing stories and product announcements.
- Increased on-line viewing by executing strategies for building and engaging target audiences via major networks (Twitter, Instagram, Facebook) and via contests and viral campaigns.
- Measured the performance of content marketing, email marketing and social media campaigns across all channels using Google Analytics and platform-specific reporting tools.

Event Planning Intern, BOSTON CELTICS- Boston, MA January 2014—May 2014

- Provided support to the Marketing and Sales Managers when executing Community Events to promote the Celtics.
- Assisted with all pre-event planning by working with operations to identify locations, plan menus and determine messaging.
- Increased event participation by using social media to promote events, engage fans and build the Celtics community.
- Developed marketing collateral for events and created presentations for senior sales managers.
- Entered new client and key contact information into the Salesforce CRM system and generated sales reports.

Math Tutor, SNHU- Manchester, NH January 2014—May 2014

- Provided coaching, training and feedback to students seeking help with calculus, statistics and finite math.
- Identified areas in need of improvement and demonstrated the process to accurately solve problems to help students increase their math comprehension and capabilities.

TECHNOLOGY SKILLS

Social Media/Web: HTML, Java Script Word Press, Photoshop, Illustrator, SEO, Facebook, Twitter, Constant Contact and Mail Chimp

Computer: Microsoft: Word, Excel, PowerPoint, Salesforce.com, and Prezi

Languages: English and Spanish

Sample Resume - Technology

Timothy Technology
timothy.technology@snhu.edu
(603) 444-5555

Campus Address:
Southern New Hampshire University
2500 North River Road
Manchester, NH 03106

Permanent Address:
123 Main Street
Anytown, NH 03123

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY
Bachelor of Science in Computer Information Technology
Concentration: Game Design
Cumulative GPA: 3.64
President's List

Manchester, NH
expected May 2015

TECHNICAL SKILLS

Certifications:	Microsoft Office XP, MS Project 2002; Microsoft Certified Professional, Network Systems Specialist
Operating Systems:	MS Office 2010/ 2007/ 2003, IOS, Linux
Programming and Web Application:	HTML, Dreamweaver, Python, Java, Java Script, C#, C++, ASP and Perl
Data Analytics	My SQL, SPSS, SSRS, Advanced Excel, SAS, R and MatLab
Hardware:	Cisco 1600 Servers, Modems, Network cards, UNIX, Intel Based Systems
Graphic Design	Photoshop and Illustrator
3-Modeling	3dS Max, Google Sketchup, Autodesk 123d and Blender

PROJECT EXPERIENCE

Data Analytics Research- Xerox Corporation

- Identified the relative importance of each feature in the purchasing decision using **SPSS**.
- Searched existing databases and modified and created new databases using **SQL server**.
- Developed predictive modeling using SAS to estimate the impact of various marketing strategies on sales.

Game Jam 2014

- Developed a new game concept under the "Wild, Wild West" theme with creatures, cowboys and Indians in this 25th Century inspired Wild West Maze designed to challenge players to reach level 10 with the most points.
- Utilized 3ds Max and Sketchup to create the characters and animation for the game.
- Worked collaboratively, as part of team of four, to create the game concept, develop game assets and to resolve issues.

PROFESSIONAL EXPERIENCE

Technology Intern, FIDELITY INVESTMENTS- Merrimack, NH

Summer 2014

- Designed several form, search, and information display sites for the Managed File Transfer and Perimeter Security Teams.
- Developed new mobile applications using Python and My SQL, in addition to JavaScript and HTML in a UNIX environment.
- Communicated effectively to work with end-users to gather requirements for the application development team to enhance and modify existing systems and processes.

Software QA Intern, DYN- Manchester, NH

Spring 2014

- Reviewed weekly process statistics and recorded data necessary for performing trend analysis of key processing areas.
- Assisted the unit supervisors in designing procedures to monitor quality and performance.

LEADERSHIP, AWARDS, AND INTERESTS

- **2014 Emerging Leadership Award**- selected for leadership capabilities and impact on the SNHU community
- **President, Game Design and Development Club**- demonstrated leadership as President for three consecutive years
- **Interests**- Lacrosse, creative writing, game design, music, robotics and downhill ski racing

Sample Resume - Psychology

Peter Psychologist

789 Cerebellum Road, Manchester, NH 03106 | 603-555-1111 | Peter.psychologist@snhu.edu

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Arts, Psychology

Concentration: Child and Adolescent Development

GPA: 3.45, Dean's List, Psi Chi International Honor Society

Manchester, NH

(expected) May 2015

Undergraduate Research Project / Paper: "The Comeback Kids: Fostering Resilience in Children with Chronic Illnesses"

EXPERIENCE

Center for Community Engaged Learning, SNHU

Service Project Coordinator

Manchester, NH

Sep 2014 - April 2015

- Researched issues of poverty in the Manchester, NH area to develop and implement community outreach plan designed to assist and promote the programs offered by local nonprofit organizations including the NH Food Bank, Families in Transition, and New Horizons
- Initiated meetings with community partners and planned service opportunities to meet community needs
- Managed team of three students to support special events; planned and implemented six service projects each semester
- Managed the front desk in the Center's office, responding to phone and email inquiries, scheduling meetings, and assisting students, staff and faculty in person

Webster House

Social Work Intern

Manchester, NH

Spring 2014

- Under direct supervision of group home social worker, completed 150 hour internship working with children aged 8 – 18 years
- Interacted directly with residents and gained experience and knowledge of the key components that provide a stable living environment
- Reviewed and assimilated case files to gain insight into resident histories, behaviors and intervention efforts to understand the effect of each on the current status of the child/adolescent

Wentworth Greenhouses, Inc.

Greenhouse Worker (summers)

Goffstown, NH

2011- 2014

- Accomplished daily watering of 26 greenhouses according to specific requirements of multiple plant varieties
- Pulled plant and planting materials orders to load trucks for delivery
- Provided expert advice and guidance to on-site customers regarding plant characteristics and requirements

CAMPUS LEADERSHIP & INVOLVEMENT

Coordinators of Activities and Programming Events, SNHU

Jan 2012 - Present

- Coordinated first Color Run, bringing performers to campus and organizing related activities

Community Outreach Club

Jan 2012 - Present

- Planned and participated in events including grocery deliveries to elderly, soup kitchen assistance, collection drives and hunger/homeless awareness
- Attended 2012 IMPACT Conference workshops on community service, service learning and social action

Sample Resume - Justice Studies

Jason Justice

456 Constabulary Lane, Londonderry, NH 03053 • 603-555-8989 • Jason.justice@snhu.edu

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Science, Justice Studies

- GPA: 3.21, Dean's List, Resident Life 'Team Member of the Year', Alpha Phi Sigma National Honor Society (Treasurer of local chapter)

Manchester, NH
(expected) May 2015

DANIEL WEBSTER COLLEGE

Certificate in Homeland Security

Nashua, NH
Dec 2013

RELATED EXPERIENCE

HOMELAND SECURITY INVESTIGATIONS

Student Volunteer

- Learning daily tasks of being a Special Agent in an eight hour per week experience
- Transcribe recorded undercover phone calls; sort and document evidence
- Organize Excel spreadsheets for Special Agents
- Gain proficiency with the Agency-specific computer programs

Manchester, NH
Jul 2014-Present

ACME INVESTIGATING

Investigator Intern

- Compile case reports containing background information on claimants for clients
- Locate and obtain information on subjects including: criminal history, driving records, accident reports, property ownership information and social media information
- Submit medical record and police report requests when necessary

Concord, NH
Jan 2014-Present

OTHER EXPERIENCE

OFFICE OF RESIDENCE LIFE, SNHU

Resident Assistant

- Enforced residency policies and maintain a safe environment for ~30 residents on assigned floor and 150 residents in the residence hall
- Built a positive community and mediated conflicts between residents
- Performed rounds in residence building on duty nights
- Observed, confronted and accurately documented incidents specifying who, what and where
- Mentored new Resident Assistants; selected as one of only 6 summer Resident Assistants

Manchester, NH
Sep 2012-Apr 2014

REGAL CINEMAS

Assistant Manager

- Managed 30 employees, coordinated schedules to optimize overall efficiency and responded to customer complaints/concerns
- Conducted orientation days and trained/oriented new employees to assigned tasks
- Ensured security of merchandise after hours and activated/deactivated alarm system

Manchester, NH
May 2011-Jan 2014

COMMUNITY INVOLVEMENT

Special Olympics of New Hampshire, Manchester, NH

- Completed 'Protected Behaviors Course' & Criminal Background Check

2010-Present

Food Bank at Manchester, First Assembly Church, Auburn, NH

2010 - 2012

Relay for Life, SNHU

2011 - 2013

Sample Resume - Communications

Candace Communications
candace.communications@snhu.edu
(603) 444-5555

Campus Address:
Southern New Hampshire University
2500 North River Road
Manchester, NH 03106

Permanent Address:
123 Main Street
Anytown, NH 03123

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Arts in Communications
Minor: Social Media/Marketing
Cumulative GPA: 3.7; President's List

Manchester, NH
expected May 2015

Semester Abroad in Florence, Italy: Utilized opportunity live and study overseas to focus on international communications and develop a wide variety of travel pieces for later publication.

PUBLISHED WORKS & WRITING ACTIVITIES

- "The Beauty, History and Folklore of Florence, Italy", Boston Globe
- "A College Girl's Guide For Getting The Most Out of A Semester Abroad", Lonely Planet
- "The Impact Of Social Media on College Student Academic Performance", New Hampshire Magazine
- "Government Shutdown Affects Financial Aid For Veterans"- Manchester Union Leader
- "A Time To Change", A book of 15 pieces of poetry and prose personally published on LuLu.com

Editor of The Penman Press, SNHU's monthly newspaper highlighting events, issues and the voices of SNHU students.

Member of NHWP, New Hampshire Writer's Project, a statewide nonprofit literary arts organization for writers.

Participant in "EMBODIMENT: Honoring Poems through Performance" with Mark Palos of Slam Free or Die.

PROFESSIONAL EXPERIENCE

Communications Intern-Word of Mouth

June 2014 - Present

NEW HAMPSHIRE PUBLIC RADIO, Concord, NH

- Write questions and draft scripts for the Word of Mouth daily segment on NHPR.
- Increase listeners and engage the community by posting segments to the Word of Mouth website, blogging and tweeting.
- Generate segment ideas and topics; write/develop field pieces in areas of sustainability, the economy and political affairs.
- Conduct pre-interviews and book guests on a wide variety of topics and edit pre-produced pieces.
- Produce, cut and script segments and perform audio editing on a wide variety of pieces to create quality programs.
- Participate in weekly idea/editorial meetings and communicate effectively with all staff and guests.

Legal Assistant

Jan 2012 - Dec 2013

SHEEHAN, PHINNEY, BASS & GREEN PA, Concord, NH

- Built media lists, developed media pitches and press releases and performed media monitoring for the firm to ensure consistent messaging and to identify issues and opportunities.
- Developed SEO rich content and regularly posted information on company websites, blogs and on various social media sites.
- Crafted unique and engaging biographies for each partner to be utilized for web postings, inclusion in press kits and in support of all speaking engagements and marketing collateral.
- Provided a wide range of administrative support tasks including interacting with clients both in person and on the phone, tracking billable hours for a select group of lawyers, generating client invoices and providing AP/AR reports.

Volunteer

Sept 2010 - May 2012

AMERICAN YOUTH LITERACY FOUNDATION, Nashua, NH

- Provide coaching to teach elementary and middle school youth how to read and develop a lifelong passion for books.

TECHNOLOGY & LANGUAGES

Social Media/Web: HTML, Word Press, Photoshop, Illustrator, Facebook and Twitter

Computer: Microsoft: Word, Excel, PowerPoint, Salesforce.com, and Prezi

Languages: English, French and Italian

Sample Resume - Culinary

Clarence Culinary

clarence.culinary@snhu.edu / (603) 444-5555

Campus Address:

Southern New Hampshire University
2500 North River Road
Manchester, NH 03106

Permanent Address:

123 Main Street
Beverly, MA 01123

EDUCATION

Southern New Hampshire University
Candidate for BS Culinary Management
AS Culinary Arts/Baking & Pastry
GPA: 3.25

Manchester, NH
May 2016
May 2014

Certification: ServSafe: 2014

BAKING SKILLS

- **Bread:** Dough preparation, preferments, laminated doughs, loaf and roll forming
- **Pastry:** Puff pastry, pate a choux, phyllo and strudel
- **Cake:** Creaming and foam batters, decorating, simple and other buttercreams
- **Show Pieces:** Pastillage, fondant, gum paste and sugar work
- **Savory Pastries:** Empanadas and pies
 - Quick Breads
 - Confectionary
 - Cookies
 - International Desserts
 - High Volume Baking
 - Plated Desserts

EXPERIENCE

Southern New Hampshire University

Baking Lab Assistant

Manchester, NH
January 2014-Present

- Aid course instructor by giving demonstrations to small groups and answering questions
- Provide demonstrations at Culinary Open Houses for prospective students

Hannaford Supermarket

Cashier

Gloucester, MA & Hooksett NH
July 2011-Present

- Help support educational costs by working an average of 25 hours per week while attending classes full-time
- Assist customers in a timely and friendly manner and collaborate with baggers
- Handle cash and credit transactions efficiently

Upscale Catering

Kitchen and Event Assistant

Beverly, MA
Summer 2013

- Assisted chef with preparation of 3-5 course meals for functions of 100-275 guests
- Prepared facility including proper table setting, bar set-up and buffet tables
- Communicated with servers prior to event regarding menu items and ingredients

ACTIVITIES

Southern New Hampshire University

Baking Club

Manchester, NH
September 2013-Present

- Coordinate meetings for 20 members and determine topics/projects

Gulf Coast Volunteer

Spring Break 2014

- Assisted Hurricane Katrina victims by helping build homes and completing repairs

Manchester Soup Kitchen

Volunteer

Manchester, NH
October 2013-Present

- Prepare meals for an average of 75 guests per shift
- Monitor inventory and assist with meal planning based on supplies

Sample Resume - Freshman/Sophomore

Freshman/Sophomore Student

sally.sophomore@snhu.edu

(603) 444-5555

Campus Address:

Southern New Hampshire University
2500 North River Road
Manchester, NH 03106

Permanent Address:

123 Main Street
Anytown, NH 03123

EDUCATION

Southern New Hampshire University

Bachelor of Science in Business Management
Minor: Advertising
Cumulative GPA: 3.25

Manchester, NH
expected May 2017

New Hampshire High School

High School Diploma
Graduated with Honors, National Honor Society Member

Anytown, NH
June 2013

EXPERIENCE

Target

Sales Associate

- Mentor new employees.
- Cross-trained in two departments to provide exceptional customer service.
- Collaborate with team members to change/update merchandise displays.
- Take on cashier shifts when additional personnel are needed.

Concord, NH
June 2012- Present

Southern New Hampshire University, Office of Admission

Student Employee

- Assist by answering phone and email inquiries about the college and application process.
- Greet visitors and provide information.
- Facilitate group tours and assist staff at open house programs.
- Collaborate with Assistant Director on marketing materials including brochures and website content.

Manchester, NH
Sept. 2013- Present

Varsity Pro Camp

Soccer Coach

- Coached 60 athletes ages 12 to 16 in fundamentals of soccer.
- Provided specialized instruction to goalies.
- Organized activities including drills, practice sessions and games according to skill levels.

Concord, NH
Summers 2012, 2013

ACTIVITIES

Southern New Hampshire University Soccer Team, Member

2013 - Present

Environmentally Sustainable Students, Member

Jan 2014 - Present

Plan outreach events to assist Manchester and surrounding communities.

SKILLS

Computer: Microsoft Office Excel, PowerPoint, Word

Language: Spanish proficiency

Sample Reference Page

References Available Upon Request should not be included on the resume—this is assumed. When asked for references from a potential employer, please use the following format:

Susan Jones

100 Main St. • Manchester, NH 03103

603-555-9999 • sjones@yahoo.com

REFERENCES

Dr. Ann Smith, Professor of Psychology

Southern New Hampshire University

2500 North River Road

Manchester, NH 03105

(603) 645-1212

s.smith@snhu.edu

Mr. Michael Mills, (formerly Director of Food and Beverage, Marriott, Nashua, NH)

VP of Operations

Hyatt Hotels International

100 Corporate Way

Anytown, NH 12345

(603) 555-8888

m.mills@marriott.com

Ms. Paula Pillsbury, Director

Human Resources Department

XYZ Company

3 Uniondale Avenue

Newtown, ME 98765

(201) 888-1111



**Career Development Center
Merrimack Hall
603.645.9793
careerdevelopment@snhu.edu**