



CAREER SERVICES
McKENDREE UNIVERSITY

RÉSUMÉ & COVER LETTER GUIDE

Jennifer Pickerell, M.A.	Katie A. Schuetz, M.A.
Director	Assistant Director
618.537.6806	618.537.6805
jkpickerell@mckendree.edu	kaschuetz@mckendree.edu

www.mckendree.edu/careerservices



McKendree University Career Services



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McKendree University Career Services



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3 MEANINGFUL WAYS

CAREER SERVICES

CAN SHAPE YOUR FUTURE



CAREER SERVICES
McKENDREE UNIVERSITY

EXPLORE CAREER OPTIONS

1

Make informed decisions



- One-on-one career counseling
- Free online career assessments
- "What Can I Do With This Major?" online resource

- Internship program for academic credit
- Online internship site database
- Guidance on building key skills through engagement and experience
- Career Conference & Dining Etiquette Seminar
- Connect with McKendree alumni

GAIN EXPERIENCE

2

Seize opportunities



PREPARE FOR LIFE AFTER McK

3

Plan to succeed



JOB SEARCH

- Career Guides in print and online
- Resume/cover letter reviews & mock interviews
- Job system, <https://joinhandshake.com>
- LinkedIn profile reviews
- Career Fairs each semester
- "Careers, the Job Search, and Beyond" course offered each spring



GRAD SCHOOL SEARCH

- Graduate School Guide in print and online
- Guidance on search & application process
- Resume & personal statement reviews
- Info on graduate admission exams
- Mock interviews

GET CONNECTED

STAY CONNECTED

mckendree.edu/careerservices
careerservices@mckendree.edu
Clark Hall, Room 104
618-537-6805/6806

CREATING A RÉSUMÉ

Your résumé is a marketing tool that should outline your educational and employment experiences, activities, skills, honors, and projects. This document should concisely tell the employer what you can do specifically for them, which is why it is so important to customize your résumé for various positions. What does the employer need to know about you for them to bring you in for an interview?

There is no single prescribed format for résumés. However, provided below are some basic guidelines to follow to help you design an attractive and informative résumé:

Remember that cover letters should generally be sent with your résumé, unless otherwise instructed by the employer. You can see cover letter writing tips and examples later in this guide.

Design a résumé that best shows your qualifications for that specific employer. The use of a résumé template is discouraged.

Only one telephone and email address need to be listed. Consider including your LinkedIn address if you have taken the time to create a solid profile. Make sure that email address, voicemail, and social networking sites are professional.

Put your name in bold, in a slightly larger font size than the rest of your résumé. The rest of your contact information can be the same size as your text.

Section titles look nice in bold font and capital letters, as do job titles and degrees.

Recent graduates who are just starting out in the field do not generally need to exceed one page, but please see Career Services if you have questions about additional information. Graduates with experience will often have a two-page resume. Put your name at the top of the second page, if applicable.

Career Services recommends purchasing résumé paper. Do not staple your résumé.

Do not use a font size smaller than 11-point, and use standard font types such as Arial, Times New Roman, and Calibri to make the text easy to read. Margins are generally one-inch margins on the top, bottom, and side.

Do not include personal information, such as birthdate, social security number, marital status, religious/ethnic background, hobbies, or other related areas unless it is required by or relevant to an employer. For example, some federal employers require that a social security number be listed for background checks that may be conducted in the future.

Your résumé should be listed in reverse chronological order by the ending date. This includes all areas, such as Education, Job Experience, Honors, and Activities.

Candidates may want to consider adding a Qualifications, Profile, or Summary area as the first heading of your résumé, with four to six bulleted statements. Please note this is most effective if customized for each position!

Your résumé format may look different from the samples in this guide, especially for creative fields such as art and marketing.

Include your degree and major in your education section. Also include your date of graduation or anticipated date using a month/year format (e.g., May 2020) if you have been out for five years or less. List your GPA if it is 3.0 or higher; your major GPA can also be listed if it is significantly higher than your overall GPA.

List job descriptions in bulleted format with active-verb statements. List in present tense if you are still in the position and past tense if it is previous experience.

Try to include results and skills as much as possible.

Do not use personal pronouns in your résumé, such as I, me, my, etc.

Experienced candidates typically do not need to go back more than 10 to 15 years for experience, but this can vary based on experience and position. Do not list any high school information. For traditional students, remove all high school information during sophomore year of college.

Make your résumé easy to scan visually; do not assume the employer will take the time to read the document thoroughly.

Be consistent with formatting. For example, if your dates are right-hand justified for one section they should be right-hand justified for all sections.

Use key words for your field.

List additional Languages spoken, if relevant, and indicate your fluency level.

Do not include a References Available upon Request section on your résumé; secure references and have this page ready for interviews and employer requests.

Make sure to proofread; you should also have Career Services review your résumé.

Take a copy of your résumé to interviews.

Please see our Basic Contents of a Résumé page for more format/content guidance!

TRANSFERABLE SKILLS CHECKLIST

Over the years, you have developed many skills from part-time/full-time positions, classes, campus activities, volunteerism, and other leadership experiences. A prospective employer wants to know about these transferable skills and how they can be applied in a specific work environment. Use the following checklist to help you pinpoint some of your transferable skills.

Communication Skills

<input type="checkbox"/> speaking effectively <input type="checkbox"/> writing clearly and concisely <input type="checkbox"/> listening attentively and objectively <input type="checkbox"/> expressing ideas <input type="checkbox"/> facilitating group discussion <input type="checkbox"/> interviewing <input type="checkbox"/> editing <input type="checkbox"/> responding appropriately to +/- feedback <input type="checkbox"/> using various media to present ideas imaginatively	<input type="checkbox"/> providing appropriate feedback <input type="checkbox"/> negotiating <input type="checkbox"/> perceiving nonverbal messages <input type="checkbox"/> persuading <input type="checkbox"/> reporting information <input type="checkbox"/> describing feelings <input type="checkbox"/> public speaking <input type="checkbox"/> using various styles of written communication <input type="checkbox"/> conveying a positive self-image to others
---	--

Research/Planning/Investigation

<input type="checkbox"/> forecasting/predicting <input type="checkbox"/> creating ideas <input type="checkbox"/> identifying problems <input type="checkbox"/> imagining alternatives <input type="checkbox"/> identifying resources <input type="checkbox"/> gathering information <input type="checkbox"/> solving problems <input type="checkbox"/> setting goals <input type="checkbox"/> extracting important information	<input type="checkbox"/> analyzing <input type="checkbox"/> developing evaluation strategies <input type="checkbox"/> testing validity of data <input type="checkbox"/> designing an experiment or model <input type="checkbox"/> formulating questions <input type="checkbox"/> making conclusions <input type="checkbox"/> conceptualizing <input type="checkbox"/> observing and discovering <input type="checkbox"/> defining needs
--	---

Human Relations/Interpersonal

<input type="checkbox"/> developing rapport <input type="checkbox"/> being sensitive <input type="checkbox"/> listening <input type="checkbox"/> conveying feelings <input type="checkbox"/> providing support for others <input type="checkbox"/> motivating <input type="checkbox"/> sharing credit <input type="checkbox"/> helping others <input type="checkbox"/> counseling <input type="checkbox"/> cooperating	<input type="checkbox"/> keeping a group "on track" <input type="checkbox"/> being patient <input type="checkbox"/> interacting effectively with peers, superiors, and subordinates <input type="checkbox"/> persuading others <input type="checkbox"/> being willing to take risks <input type="checkbox"/> teaching/instructing others <input type="checkbox"/> demonstrating effective social behavior <input type="checkbox"/> perceiving feelings and situations <input type="checkbox"/> delegating with respect
---	--

Work Survival

<input type="checkbox"/> implementing decisions <input type="checkbox"/> cooperating <input type="checkbox"/> enforcing policies <input type="checkbox"/> being punctual <input type="checkbox"/> managing time and stress <input type="checkbox"/> attending to detail <input type="checkbox"/> working effectively under pressure <input type="checkbox"/> taking initiative in job-related duties <input type="checkbox"/> discerning appropriate behaviors for work	<input type="checkbox"/> meeting goals <input type="checkbox"/> enlisting help <input type="checkbox"/> accepting responsibility <input type="checkbox"/> setting and meeting deadlines <input type="checkbox"/> organizing <input type="checkbox"/> making decisions <input type="checkbox"/> seeking opportunities for professional development <input type="checkbox"/> evaluating personal and professional strengths and weaknesses
---	---

Organization/Management/Leadership/Decision Making

<input type="checkbox"/> initiating new ideas and tasks <input type="checkbox"/> handling details <input type="checkbox"/> coordinating tasks <input type="checkbox"/> coaching/mentoring <input type="checkbox"/> counseling <input type="checkbox"/> managing conflict <input type="checkbox"/> motivating and leading people <input type="checkbox"/> organizing people/tasks to achieve a specific goal <input type="checkbox"/> following up with others to evaluate progress <input type="checkbox"/> conducting meetings <input type="checkbox"/> giving praise and credit to others for a job well done <input type="checkbox"/> solving problems/mediating <input type="checkbox"/> taking risks <input type="checkbox"/> implementing sound decisions	<input type="checkbox"/> managing groups <input type="checkbox"/> delegating responsibility <input type="checkbox"/> teaching/instructing <input type="checkbox"/> promoting change <input type="checkbox"/> selling ideas or products <input type="checkbox"/> making decisions with others <input type="checkbox"/> analyzing tasks <input type="checkbox"/> identifying people who can contribute to solutions of problems or tasks <input type="checkbox"/> facilitating brainstorming activities <input type="checkbox"/> developing goals for an organization <input type="checkbox"/> prioritizing tasks <input type="checkbox"/> encouraging and inspiring <input type="checkbox"/> negotiating agreements <input type="checkbox"/> taking responsibility for decisions
--	--

Financial/Management

<input type="checkbox"/> developing a budget <input type="checkbox"/> accurately estimating expenses and income <input type="checkbox"/> keeping accurate and complete financial records <input type="checkbox"/> accounting <input type="checkbox"/> assessing	<input type="checkbox"/> ensuring timelines of payments <input type="checkbox"/> fundraising <input type="checkbox"/> calculating <input type="checkbox"/> projecting/forecasting <input type="checkbox"/> investing
---	--

Critical Thinking/Problem Solving

<input type="checkbox"/> anticipating problems before they occur <input type="checkbox"/> defining problems and identifying possible causes <input type="checkbox"/> identifying possible solutions and selecting the most appropriate ones <input type="checkbox"/> creating innovative solutions to complex problems	<input type="checkbox"/> involving group members to evaluate solutions <input type="checkbox"/> developing plans to implement solutions <input type="checkbox"/> multi-tasking <input type="checkbox"/> identifying a general principle that explains interrelated experiences
---	---

Putting your transferable skills to work

List the skills that you consider your best transferable skills. Write an example of where and how you used each skill.

	Skill	Example
1.	a)	b)
2.	a)	b)
3.	a)	b)
4.	a)	b)
5.	a)	b)
6.	a)	b)
7.	a)	b)

RÉSUMÉ FORMATS

The four most commonly used résumé formats are chronological, functional/skills, targeted, and combination. Below is a chart to help you determine which one is best:

RESUME FORMAT	ADVANTAGES	DISADVANTAGES	BEST USED BY
CHRONOLOGICAL	<ul style="list-style-type: none"> ▪ Widely-used format ▪ Logical flow ▪ Easy to read ▪ Showcases growth in skills and responsibility ▪ Easy to prepare 	<ul style="list-style-type: none"> ▪ Emphasizes gaps in employment ▪ Not suitable if no work experience ▪ Highlights frequent job changes ▪ Does not emphasize skill development ▪ Shows lack of related experience 	<ul style="list-style-type: none"> ▪ Individuals with steady work record, even if part-time or internships
FUNCTIONAL/SKILLS	<ul style="list-style-type: none"> ▪ Emphasizes skills ▪ Organizes a variety of experiences (work, volunteerism, activities, etc.) ▪ Disguises gaps in work or short-term jobs 	<ul style="list-style-type: none"> ▪ Viewed with suspicion by employers due to lack of information about specific employers and dates 	<ul style="list-style-type: none"> ▪ Job changers or individuals with no previous jobs ▪ Individuals with gaps in employment ▪ Individuals who have developed skills from other areas
TARGETED	<ul style="list-style-type: none"> ▪ Very personalized to company ▪ Shows research ▪ More impressive to employer ▪ Written specifically to employer's needs 	<ul style="list-style-type: none"> ▪ Time-consuming to prepare ▪ Confusing if not well-organized ▪ Must be revised for each employer 	<ul style="list-style-type: none"> ▪ Everyone; any of the other formats can be made into a targeted résumé
COMBINATION	<ul style="list-style-type: none"> ▪ Highlights relevant skills combined from jobs and activities ▪ De-emphasizes employment history in less relevant jobs ▪ Minimizes employment gaps and lack of related experience 	<ul style="list-style-type: none"> ▪ Confusing if not well-organized ▪ De-emphasizes job tasks and responsibilities ▪ Requires more effort and creativity to prepare 	<ul style="list-style-type: none"> ▪ Career changers or those in transition ▪ Individuals re-entering job market ▪ Individuals who have grown in skills and responsibility ▪ Individuals pursuing same or similar work as they've had in past

SAMPLE RÉSUMÉ FORMAT

YOUR NAME

Street Address & City/State/Zip (*optional*)

Phone; E-mail address

LinkedIn address

PROFILE

This section is not required, but can be very beneficial if written well. Include bulleted statements that summarize your soft and hard skills. Tailor your Profile to each employer you target and every position you seek. Tell employer what YOU can do for THEM!

EDUCATION

Title of Degree and Major Field, Month/Year of graduation or anticipated graduation

Minor(s) and/or Certificate(s), if applicable

Name of Institution; City, State

GPA/scale (if higher than a 3.0); Latin Honors

- The most recent educational information is listed first and is followed by other universities from which you have graduated/transferred, if you were involved with activities at that transfer school. Include Study Abroad schools. Remove high school information after sophomore year.

EXPERIENCE

Full-time, part-time, summer work, volunteer work, self-employment, and internships can all be included. You may choose to separate this section into a Relevant Experience and an Other Experience section. Write in reverse chronological order, based on the ending date. You want to communicate previous work experience that shows the knowledge, skills, and accomplishments relevant to the position for which you are applying, if at all possible. Do not begin with phrases such as “Responsible for” or “Duties include” and do not use personal pronouns.

HONORS/AWARDS

These can include University awards/honors, as well as community recognition.

ACTIVITIES & VOLUNTEER SERVICE

This area includes participation in school activities, community activities, and service. They can be grouped into one category or listed separately.

ACADEMIC OR OTHER RELEVANT PROJECTS

Explain the purpose of project, your role on the team, the outcome, any presentations given, and other related information.

ALTERNATIVE HEADINGS

Keep in mind that headings vary based on the individual, but common ones are Profile, Education, Related Experience, Other Experience, Honors, Activities, Volunteer Service, Laboratory Skills, Languages, Computer Skills, and Projects.

Academic Honors	Licenses
Activities	Military Service
Affiliations	Objective
Areas of Expertise	Other Experiences
Awards	Other Work Experience
Career Objective	Overseas Study
Certificates	Position Desired
Civic Activities	Practicum Experience
Civic Contributions	Presentations
Coaching Interests	Professional Experience
Coaching Skills	Professional Leadership
Committee Assignments	Professional Memberships
Community Involvement (or Activities)	Professional Objective
Community Service	Professional Seminars
Computer Literacy	Professional Societies
Computer Skills	Profile
Conferences	Publications
Distinctions	Related Coursework
Education	Relevant Experience
Employment	Scholarships
Exhibits	Selected Skills
Experience	Seminar Presentations
Extracurricular Interests	Service
Field Experience	Shows
Groups Memberships	Skills
Highlighted Achievements	Skills & Competencies
Honorary Societies	Special Training
Honors and Awards	Teaching Skills
International Experience	Technical Skills
Internship Experience	Training
Language Ability	Volunteer Activities
Language Competencies	Workshops Attended
Languages	

**Skills résumés could include such headings as Supervision, Public Relations, Management Skills, Sales, Communication Abilities, Teamwork Skills, Writing Skills, and Leadership Abilities, among others.*

ACTION VERBS

Use this list of action verbs to write your brief accomplishment descriptions on your résumé.

Communication/

People Skills

Acted as a liaison
Addressed
Advertised
Advised
Advocated
Arbitrated
Arranged
Articulated
Authored
Clarified
Collaborated
Commented
Communicated
Composed
Condensed
Conferred
Consulted
Contacted
Conveyed
Convinced
Corresponded
Counseled
Cultivated
Debated
Defined
Described
Developed
Directed
Discussed
Displayed
Drafted
Edited
Elicited
Enlisted
Expedited
Explained
Expressed
Extrapolated
Facilitated
Formulated
Furnished
Guided
Incorporated
Influenced
Informed
Instigated
Instructed
Interacted
Interpreted
Interviewed
Involved
Joined

Comm., cont.

Judged
Lectured
Listened
Marketed
Mediated
Moderated
Motivated
Negotiated
Notified
Observed
Outlined
Participated
Persuaded
Presented
Promoted
Proposed
Publicized
Recommended
Reconciled
Recruited
Referred
Reinforced
Renegotiated
Reported
Researched
Resolved
Responded
Sold
Solicited
Specified
Spoke
Suggested
Summarized
Synthesized
Trained
Translated
Wrote

Creative Skills

Acted
Adapted
Applied
Began
Combined
Composed
Conceived
Conceptualized
Condensed
Created
Customized
Designed
Developed
Directed

Creative, cont.

Displayed
Drew
Entertained
Established
Evaluated
Fashioned
Formed
Founded
Generated
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Modeled
Modified
Molded
Originated
Perceived
Performed
Photographed
Pinpointed
Planned
Produced
Refined
Revised
Revitalized
Revolutionized
Rewrote
Shaped
Solved
Updated

Financial/ Records Skills

Adjusted
Administered
Allocated
Analyzed
Appraised
Assessed
Audited
Balanced
Budgeted
Calculated
Catalogued
Charted
Classified
Collected
Compared
Computed
Condensed

Financial, cont.

Conserved
Corrected
Determined
Developed
Documented
Estimated
Expedited
Forecasted
Formulated
Guaranteed
Inventoried
Invested
Listed
Logged
Managed
Marketed
Maximized
Measured
Minimized
Monitored
Planned
Prepared
Processed
Procured
Programmed
Projected
Purchased
Reconciled
Recorded
Reduced
Reevaluated
Researched
Retrieved
Scheduled
Sold
Tabulated
Tallied
Traced
Updated

Helping Skills

Adapted
Advised
Advocated
Aided
Answered
Arranged
Assisted
Brought
Cared for
Clarified
Coached
Collaborated

Helping, cont.

Comforted
Contributed
Cooperated
Counseled
Demonstrated
Diagnosed
Educated
Encouraged
Enlisted
Ensured
Expedited
Facilitated
Familiarized
Fostered
Furthered
Guided
Helped
Inspired
Insured
Intervened
Mentored
Modified
Motivated
Performed
Prevented
Provided
Referred
Rehabilitated
Represented
Resolved
Simplified
Supplied
Supported
Treated
Volunteered

Management/ Leadership Skills

Achieved
Administered
Analyzed
Appointed
Approved
Arranged
Assigned
Attained
Authorized
Chaired
Completed
Conceived
Considered
Contracted
Controlled

Mgt., cont.

Controlled
 Converted
 Coordinated
 Decentralized
 Decided
 Delegated
 Determined
 Directed
 Dispatched
 Dispensed
 Distributed
 Eliminated
 Emphasized
 Encouraged
 Enforced
 Enhanced
 Established
 Evaluated
 Executed
 Founded
 Generated
 Governed
 Handled
 Headed
 Hired
 Hosted
 Implemented
 Improved
 Incorporated
 Increased
 Initiated
 Inspected
 Inspired
 Issued
 Launched
 Led
 Managed
 Merged
 Motivated
 Obtained
 Offered
 Opened
 Ordered
 Organized
 Originated
 Overhauled
 Oversaw
 Planned
 Prescribed
 Prioritized
 Produced
 Provided
 Recommended
 Recruited
 Rectified

Mgt., cont.

Referred
 Regulated
 Rejected
 Reorganized
 Replaced
 Reported
 Represented
 Restored
 Revamped
 Routed
 Scheduled
 Secured
 Selected
 Spearheaded
 Streamlined
 Strengthened
 Supervised
 Supplied
 Terminated
 United

Manual Skills

Assembled
 Built
 Constructed
 Delivered
 Installed
 Maintained
 Modernized
 Navigated
 Operated
 Repaired
 Replaced
 Restored
 Rewired
 Trimmed

**Organizational/
Clerical Skills**

Activated
 Altered
 Approved
 Arranged
 Assembled
 Catalogued
 Categorized
 Charted
 Classified
 Coded
 Collected
 Compiled
 Corrected
 Corresponded
 Dispatched
 Distributed
 Edited

Organiz., Cont.

Estimated
 Executed
 Filed
 Generated
 Implemented
 Incorporated
 Inspected
 Listed
 Logged
 Maintained
 Monitored
 Observed
 Obtained
 Operated
 Ordered
 Organized
 Overhauled
 Prepared
 Processed
 Proofread
 Provided
 Published
 Purchased
 Recorded
 Reduced
 Registered
 Reserved
 Responded
 Retrieved
 Reviewed
 Routed
 Scheduled
 Screened
 Streamlined
 Submitted
 Systematized
 Updated
 Validated
 Verified

Planning Skills

Broadened
 Created
 Designed
 Developed
 Devised
 Discovered
 Drafted
 Estimated
 Improved
 Initiated
 Invented
 Modified
 Planned
 Prepared
 Produced

Research Skills

Analyzed
 Clarified
 Collected
 Compared
 Conceived
 Conducted
 Critiqued
 Detected
 Determined
 Diagnosed
 Disapproved
 Evaluated
 Examined
 Experimented
 Explored
 Extracted
 Formulated
 Gathered
 Identified
 Inspected
 Interpreted
 Interviewed
 Invented
 Investigated
 Located
 Measured
 Organized
 Reported
 Researched
 Reviewed
 Searched
 Solved
 Studied
 Summarized
 Surveyed
 Systematized
 Tested
 Wrote

Teaching Skills

Adapted
 Advised
 Clarified
 Coached
 Communicated
 Conducted
 Critiqued
 Defined
 Demonstrated
 Developed
 Enabled
 Encouraged
 Evaluated
 Explained
 Facilitated
 Focused

Teaching, cont.

Guided
 Individualized
 Informed
 Instilled
 Instructed
 Invited
 Lectured
 Motivated
 Persuaded
 Represented
 Set goals
 Stimulated
 Taught
 Tested
 Trained
 Transmitted
 Tutored
 Updated

Technical Skills

Adapted
 Analyzed
 Applied
 Assembled
 Built
 Calculated
 Computed
 Conserved
 Constructed
 Debugged
 Designed
 Determined
 Developed
 Devised
 Engineered
 Fabricated
 Fortified
 Inspected
 Installed
 Maintained
 Operated
 Overhauled
 Printed
 Programmed
 Rectified
 Regulated
 Remodeled
 Repaired
 Replaced
 Restored
 Solved
 Specialized
 Standardized

EXAMPLE RÉSUMÉS

Earlier in this guide, we advised against using résumé templates. You may be wondering, therefore, why we provide sample résumé formats.

The problem with many résumé templates downloaded through your laptop/desktop or from the Internet is that they can be hard to customize, and it is very important to have the flexibility to modify the layout and content of your résumé. The sample formats we have provided are easy to personalize and can be used as a base for many types of résumé.

In this section of the guide, we highlight the many ways our sample formats can be altered to fit each person's unique set of skills, experiences, and objectives.

Formats can be used by a variety of candidates

Tyler C. Smith
Ima Jobseeker
Rebecca Kraus
Joseph T. Mills
Kaitlyn R. Druckus
John D. Bauer
Evan M. Rothman
Nicole J. Trixler
Brett T. Michaels
Sarah K. Parker
Brooke N. Taylor
Shawn R. Smith
Ethan C. Summerfield
Mia R. Tate

Skills Based

Avery C. Richards

Chronological for Experienced Candidate

Christopher B. Monroe

Chronological for First Year student

Angela Brown

Tyler C. Smith

708 Good Drive; Good, MO 88056
(636) 056-7635; tsmith@yahoo.com
www.linkedin.com/tylersmith/

PROFILE

- **Customize this area based on your experience and transferable skills for position.**
- Hard worker with ability to manage several tasks at once. Full-time employee and student.
- Creative individual with attention to detail. Created award-winning sales plan for marketing class.
- Excellent written and verbal communication skills and experience with a variety of software packages. Field experience with ABC Marketing Company.
- Solid negotiating skills. Member of University Debate Team.

EDUCATION

Bachelor of Business Administration in Marketing

December 2019

Minor in Organizational Communication
McKendree University; Lebanon, IL
GPA of 3.63/4.00

Study Abroad Program

Spring 2017

Cambridge University; Cambridge, England

- Studied marketing, sales, and other business concepts.
- Participated in student events and assimilated to the culture.

EXPERIENCE

Resident Assistant

Spring 2018 – Present

McKendree University; Lebanon, IL

- Create, market, and execute programs to meet needs of a diverse resident population.
- Serve as a mentor to residents.
- Enforce campus policies to ensure a safe living and learning environment.

Intern

September 2017 – December 2018

ABC Marketing Company; Concord, IL

- Marketed company and its services to potential clients.
- Assisted in developing marketing plans for clients to maximize profitability.
- Wrote press and media releases, and coordinated with media sources on behalf of clients.
- Conducted market research.

Retail Specialist

March 2015 – April 2017

Great-Mart; Concord, IL

- Demonstrated excellent customer service skills when assisting patrons.
- Assessed inventory needs for management.
- Entrusted with opening and closing duties.

LEADERSHIP & ACTIVITIES

McKendree University Debate Team; Vice-President of Phi Beta Lambda Business Club; Model United Nations; Campus Activities Board.

IMA JOBSEEKER

618.555.7777; imajobseeker123@real.com

****Optional, but students can create a Profile section here. See Sample Resume Format page****

EDUCATION

Bachelor of Arts in Psychology

May 2020

McKendree University; Lebanon, IL

GPA of 3.87/4.00

RELATED EXPERIENCE

Internship

August 2019 - Present

United Services; Mascoutah, IL

- Care for people with developmental disabilities in a home-based living environment
- Engage clients in learning programs such as horticulture, culinary, and horsemanship
- Keep accurate documentation of progress and behaviors
- Gain a deeper understanding of challenges faced by clientele and effectively develop appropriate goals for every individual

Research Assistant

August 2018 - May 2019

Dr. Sally Smith; McKendree University

- Studied the retention rate and campus involvement of second-year college students
- Analyzed data using SPSS and reported results in a 45-minute presentation and a 30-page paper

CAMPUS INVOLVEMENT

Student Ambassador

August 2018 - Present

- Guide campus tours for prospective students and families and answer various questions
- Represent McKendree in a positive, accurate, and friendly manner

Campus Activities Board

August 2017 - Present

- Provide campus community with updated information about events
- Assist with the planning, set-up, and tear-down of various programs throughout the year

Psychology Club

August 2017 - Present

- Participate and contribute ideas during bi-weekly meetings
- Volunteer at Lebanon Care Center to help the elderly create holiday crafts

ADDITIONAL EXPERIENCE

Assistant Manager

August 2017 - Present

Tan Place; O'Fallon, IL

- Maintain knowledge of products and services to best serve the needs of customers
- Entrusted with \$3,000 nightly and ensure deposits are made in a timely manner.
- Set and meet sales goals by encouraging and motivating employees

Server

June 2015 - August 2017

16th Street Bar & Grill; O'Fallon, IL

- Built relationships with customers and ensured positive guest experience
- Completed multiple tasks simultaneously while providing excellent customer service

REBECCA M. KRAUS

234 Employment Lane; Heard, IL 63215

654.789.6754; jobseeker@email.com

www.linkedin.com/jobseeker/

PROFILE

- **Customize this area based on your experience and transferable skills for position.**
- Proven leader in group and work settings. Experience as a supervisor, and active in Student Government Association.
- Hard worker and very self-motivated. Created incentive program for department staff members.
- Excellent oral and written communication skills. Effectively interact with customers, supervisors, and colleagues.
- Give strict attention to details. Internship with leading firm enhanced these skills.
- Computer skills in QuickBooks, Microsoft Dynamics GP, and Microsoft Excel.

EDUCATION

Bachelor of Business Administration in Accounting

McKendree University

GPA of 3.5/4.0, with 150 credits to sit for CPA exam

December 2019

Lebanon, IL

EXPERIENCE

Intern - Tax Associate Program

Price Way

January 2018 - Present

St. Louis, MO

- Participate in service-specific training to bridge academic background and professional duties.
- Work on a team of five associates to help clients improve personal financial status through account analysis.
- Gain valuable knowledge from program mentor.

Treasurer

McKendree University Student Government Association (SGA)

August 2017 - August 2018

Lebanon, IL

- Balanced SGA account and drafted annual budgets.
- Advised executive officers on spending and budgeting.
- Submitted account reports to faculty supervisor.

Department Supervisor

Best Deal

February 2016 - January 2017

Hullings, IL

- Promoted from Retail Associate to Department Supervisor in 2016.
- Trained and managed all staff in Electronics Department.
- Assisted customers with various needs.
- Created an incentive program for department.

AWARDS & HONORS

Presidential Scholarship; Sigma Beta Delta Business Honor Society; Dean's List; Regional Business Council Higher Education Mentor Network Program

ACTIVITIES & VOLUNTEER SERVICE

McKendree University Varsity Volleyball Team; Habitat for Humanity; McKendree University Mentoring Program; Second Chance Shelter in East St. Louis, IL

Joseph T. Mills

618-235-9999

jpmills@email.com

EDUCATION

Bachelor of Science in Biology, Pre-Professional; May 2020

McKendree University; Lebanon, IL

GPA of 3.8/4.0

RESEARCH EXPERIENCE

A Closer Look at Immunology of Infectious Diseases; In Progress

- Add your own descriptive bulleted statements of research

Cold Tolerance in Amphibians; Fall 2019

- Created and conducted independent research that included a poster presentation and research paper.

PRESENTATIONS

Evolution of Turtles; Spring 2019

McKendree University Academic Excellence Celebration

- Presented on (add your description here)

RELEVANT COURSES AND LAB SKILLS

Inorganic Chemistry

- Explain the skills learned, using keywords for this area
- Showcase other valuable information
- Do not use personal pronouns such as I, my, etc.

Ecology

- Explain the skills learned, using keywords for this area
- Showcase other valuable information
- Other pertinent information can be added, if necessary

Evolution

- Explain the skills learned, using keywords for this area
- Showcase other valuable information
- Two or three bullets per class is usually enough for a description

Genetics

- Explain the skills learned, using keywords for this area
- Showcase other valuable information
- Another description, if necessary

Cellular Biology

- The number of courses added is individual in nature
- Four to six courses are usually enough to show relevant skills and knowledge
- Another description

RELATED & OTHER EXPERIENCE

Lab Intern, September - December 2019

Annly-Brewster Inc.; St. Louis, MO

- Conducted cloning and other molecular biology techniques in a lab setting.

Customer Service Associate, August 2015 - June 2019

Great Price; O'Fallon, IL

- Assisted customers with various needs and effectively solved problems.

HONORS

Board of Trustees Scholar

President's List (two semesters)

Dean's List (four semesters)

Who's Who Among Students in American Universities & Colleges

Sigma Zeta National Science & Mathematics Honor Society

ACTIVITIES & VOLUNTEER SERVICE

Children's Hospital Volunteer

McKendree University Student Ambassador

International Student Organization

McKendree University's Men's Basketball Team

Fellowship of Christian Athletes

Alpha Phi Omega Service Fraternity

Ranken Jordan Children's Home Volunteer

Kaitlyn R. Druckus

112 Center Street; Grand, MO 76598
756.877.6738; kaitlynd@school.edu
www.linkedin.com/kaitlyndruckus/

PROFILE

- **Customize this area based on your experience and transferable skills for position.**
- Hard worker with ability to manage several tasks at once. Work part-time and actively involved in campus activities while being a full-time student.
- Creative individual with strict attention to detail. Created sales plan for a finance class that won an award.
- Excellent written and verbal communication skills and experience with a variety of software packages. Field experience in finance and marketing.
- Solid negotiating skills. Member of University Student Government Association.

EDUCATION

Bachelor of Business Administration in Economics and Finance

May 2020

McKendree University; Lebanon, IL

GPA of 3.41/4.00

SELECTED EMPLOYMENT HISTORY

Sales and Service Representative

May 2019 to Present

Great Insurance Agency; St. Louis, MO

- Advise current policyholders and potential clients of appropriate insurance coverage.
- Review, process, and determine eligibility of potential policyholders.
- Calculate and quote insurance premiums, including automobile and homeowners.
- Serve as an agency representative at community functions.
- Analyze and upgrade the computerized system of premium collections.

Resident Assistant

August 2018 to May 2019

McKendree University; Lebanon, IL

- Assisted in selection and training of new residence hall staff.
- Guided 45 residents in the development of a community atmosphere.
- Served as a liaison between Hall Director and students.

Assistant

Summer 2017 and 2018

Right Oil Company; Wood River, IL

- Maintained daily bookkeeping operations: employee payroll, credit sales, and daily ledgers.
- Carried out accounts receivable procedures.
- Supervised, selected, and trained eight seasonal employees.
- Successfully managed extensive work hours, often exceeding 50 hours a week.

LANGUAGES & SKILLS

Fluent in Spanish and French; strong knowledge of Microsoft Excel, Word, PowerPoint, and Access.

ACTIVITIES

Student Government Association, McKendree University Basketball Team, and New Student Orientation Staff

John D. Bauer

312-123-3567; johnbauer@email.com

www.linkedin.com/johnbauer

EDUCATION

McKendree University; Lebanon, IL

Bachelor of Arts in Music Marketing

May 2020

3.5/4.0 GPA, Dean's List (five semesters)

MUSIC SKILLS & EXPERIENCE

- Taught private trumpet lessons to a wide range of age groups
- Concert Band, 1st chair trumpet
- Jazz Band
- Performance Trumpet Solo, Junior Recital
- Church youth music program

EXPERIENCE

BG Music Store; Fairview Heights, IL

May 2016 - Present

Assistant Manager; February 2017 - Present

- Conduct marketing and advertising initiatives
- Manage and coach five employees, personalizing for each member to maximize potential and teamwork
- Monitor weekly sales to ensure store is on target for goals
- Record and report sales trends to management and employees

Sales Associate; May 2015 - February 2016

- Maintained current knowledge of music merchandise
- Provided exceptional customer service at all times and developed relationships with customers

Warner/Elektra/Atlantic; Lebanon, IL

August 2016 - May 2017

Campus Marketing Representative

- Organized promotions on campus and to local businesses
- Managed online marketing activities
- Serviced campus press
- Responded to and communicated consumer trends

COMPUTER SKILLS

- MusicXPC
- Bias Peak 4.1
- Microsoft Word, PowerPoint, and Excel

VOLUNTEER SERVICE & ACTIVITIES

- Big Brothers Big Sisters; Belleville, IL
- Second Chance Shelter; East St. Louis, IL
- Literacy Program; Great, IL
- Campus Activities Board
- Alpha Phi Omega National Service Fraternity

Evan M. Rothman

(987) 065-4321; evanrothman@charter.net
www.linkedin.com/evanrothman

EDUCATION

Bachelor of Science in Computer Science; May 2020

Minor in Mathematics

McKendree University; Lebanon, IL

GPA: 3.84/4.00

SELECTED TECHNICAL SKILLS AND PROJECTS

Languages: C++, PHP, SQL, HTML, JavaScripts, C, Java, Classic ASP, COBOL, Access, Python, R

Applications: MS Projects, Crystal Reports, Business Objects, Xcode, Sharepoint

Database Systems: MS Access, SQL Server 2005/2008, Oracle, MySQL, DB2

Operating Systems: Windows, Linux, UNIX, Android, iOS

Notable Projects:

- Team leader on the development and implementation of an environmental simulator.
- Worked on a team to design and implement a simple SMTP mail client.
- Wrote program that parses a server's log file for pertinent failed logons information.

HONORS & ACTIVITIES

Upsilon Pi Epsilon National Honor Society for the Computing and Information Disciplines,; President's List (three times); Dean's List (three times); Board of Trustees Academic Scholarship (every semester);

McKendree University Association of Computing Machinery Chapter, **Vice-President 2018-2019**; American Red Cross

EXPERIENCE

Computer Operator; Summer 2019

Indiana University; Bloomington, IN

- Gained valuable research experience in Automatic Text Summarization.
- Increased efficiency in the summarization system by a factor of eight.
- Improved System's Text Analysis Conference ranking as a result of work performed.
- Designed, programmed, and developed multiple software applications.

Lab Assistant; August 2018 - Present

McKendree University; Lebanon, IL

- Solder and debug digital logic trainers.
- Develop programming skills and implement scripts for use in lab.
- Ensure that lab workstations are operating effectively for all users.

Associate; September 2017 - August 2018

Station Depot; Twin Lakes, IL

- Delivered exceptional customer service at all times and worked to solve problems when necessary.
- Advised customers on products that best fit individual needs.
- Trusted to handle large amounts of money in cash drawer.

Nicole J. Trixler

145 West Drive; Monroe, IL 12344

(789) 145-5678; ntrixler@net.com; www.linkedin.com/nicoletrixler

EDUCATION

Bachelor of Science in Computer Information Systems; December 2019

McKendree University; Lebanon, IL

GPA of 3.9/4.0

TECHNICAL SKILLS

Languages & Applications

C++; Java; JavaScripts, C, COBOL; HTML; Access; Classic ASP; Visual Basic; MS Projects; Business Objects; Crystal Reports; Sharepoint; Xcode, Python, R

Operating Systems

Windows; Linux; UNIX, Android, iOS

Database Systems

MS Access; SQL Server 2005/2008; Oracle; MySQL, DB2

NETWORKING PROJECT

Designed a web server application on Linux, using PHP, Apache and MySQL

EXPERIENCE

Lab Assistant, Information Technology Department; August 2017 - Present

McKendree University; Lebanon, IL

- Ensure that lab operations are running smoothly for student usage.
- Supervise the area's systems and network.

Network Administration Intern; Summer 2019

Amy Collin Company; St. Louis, MO

- Handled VPN and ASA configuration.
- Assisted with configuration of Cisco Wireless Network for Light Weight and Autonomous functionality.
- Helped with backup, security, and user help systems.
- Installed, upgraded, and moved information systems hardware for users.

Library Assistant; Summer 2016 and 2017

St. Louis Public Library; St. Louis, MO

- Provided excellent customer service to patrons at all times.
- Monitored library to create a safe and welcoming environment.

HONORS

Provost's Scholarship recipient; President's List (six times); Dean's List; Phi Kappa Phi Honor Society

ACTIVITIES & VOLUNTEER SERVICE

McKendree University Association of Computer Machinery; Bethany Place Technical Assistant; Intramurals

Brett T. Michaels

(987) 654-5432

Btm123@email.com

www.linkedin.com/brettmichaels

PROFILE

- **Customize this area based on your experience and transferable skills for position.**
- Able to communicate effectively through written and verbal means. Demonstrated skills through school newspaper and classroom presentations.
- Exhibit excellent time management and multi-tasking skills. Full-time student and work two part-time positions.
- Proven leader in group and work settings. Experience as a supervisor and active in Student Government Association.
- Computer skills in Microsoft Word, Excel, PowerPoint, and Publisher.

EDUCATION

McKendree University, Lebanon, IL

Bachelor of Arts in English; May 2020

Minor in History

GPA of 3.92/4.00

HONORS

Wrote grant for American Red Cross that was accepted; Fall 2019

Sigma Tau Delta English Honor Society; August 2017 to present

Secretary; August 2018 to May 2019

Contributing writer to *Montage* student literary magazine

Phi Kappa Phi Honor Society; inducted 2019

President's List (three semesters)

Dean's List (four semesters)

EXPERIENCE

McKendree University, Lebanon, IL

Editor; August 2018 – present

- Edit all content and graphics for the *McKendree Review* student newspaper.
- Write interesting varied pieces for the monthly editions.
- Supervise newspaper staff and provide creative ideas and guidance.

Target, O'Fallon, IL

Customer Service Supervisor; June 2015 – present

- Train and supervise 15+ employees.
- Analyze customer needs to provide quality service; awarded Employee of the Month two times.
- Provide excellent customer service to a wide variety of consumers.

ACTIVITIES & VOLUNTEER SERVICE

Campus Activities Board; 2016 to present

Student Government Association; 2016 to present

Class Senator; August 2017 to May 2018

Christian Activity Center; 2015 to present

Sarah K. Parker

5555 Main Avenue

Madison, MA 55555

314-555-9876; sarahparker@email.com

www.linkedin.com/sarahparker/

****Optional, but students can create a Profile section here. See Sample Resume Format page****

EDUCATION

McKendree University

Bachelor of Arts in Political Science, emphasis in International Relations

Bachelor of Business Administration in Economics/Finance

Minor in Spanish

3.8/4.0 GPA, Dean's List and Pi Gamma Mu International Honor Society in Social Sciences

Lebanon, IL

May 2020

Oxford University

Study Abroad

Oxford, England

Fall 2018

INTERNATIONAL EXPERIENCE

Democracy Watch

United Nations Intern

- Advocated for government and corporate accountability.
- Campaigned for citizen awareness and civic participation.
- Implemented the mandated *20 Steps to Modern, Working Democracy*.

Ottawa, Ontario

Summer 2019

Cross-Culture Solutions

International Intern

- Performed community service in a wide variety of organizations, gaining experience in diverse areas.
- Completed case studies and research.

Dakar, Senegal

Summer 2018

PUBLICATIONS

Global Envision – World Connected

Essay Contest Winner: "French Policy in French West Africa: An Economic View"

January 2018

LEADERSHIP EXPERIENCE

McKendree University

Student Ambassador

- Recruited prospective students via campus visits, telephone calls, and letters.
- Interviewed prospective Scholarship Days recipients.
- Conducted campus tours.

Lebanon, IL

2016-2017

ACTIVITIES

Model United Nations; McKendree University

International Student Organization

McKendree University Debate Team

- Placed first in parliamentary tournament; 2019

Brooke N. Taylor

(618) 234-5678

btaylor@mckendree.edu

****Optional, but students can create a Profile section here. See Sample Resume Format page****

EDUCATION

Bachelor of Arts in Psychology, minor in Speech Communication, May 2020

McKendree University; Lebanon, IL

GPA of 3.92/4.00

RELATED EXPERIENCE

Foster Care Intern, Spring 2019

Catholic Social Services; Belleville, IL

- Assisted Foster Care caseworkers with placement of children into foster homes by assessing the needs of each child.
- Worked with foster care families to ensure successful completion of paperwork and family training requirements.
- Recruited families to provide homes for foster children by presenting information at agency open houses.

Resident Assistant, August 2017 to May 2019

McKendree University; Lebanon, IL

- Assisted in selection and training of new residence hall staff.
- Guided 45 residents in the development of a community atmosphere.
- Served as a liaison between Hall Director and students.

HONORS

Pi Gamma Mu International Honor Society in Social Sciences, Board of Trustees Scholarship, President's List (six semesters), and Varsity Soccer Scholarship

RESEARCH/PRESENTATIONS

"The Effectiveness of Anti-Smoking Ads to Teenagers"; Experimental Psychology
Senior Thesis; March 2020

"Dieting and Resulting Poor Effects on Children"; ILLOWA Psychology Conference;
February 2019

"The Dangers of Online Social Networks"; McKendree University Brown Bag Series;
October 2018

COMPUTER SKILLS

SPSS; Microsoft Word, PowerPoint, Excel; Adobe PageMaker

ACTIVITIES & VOLUNTEER SERVICE

Kappa Sigma Tau Social and Service Sorority: **President**, Fall 2019; **Pledge Mistress**, Spring 2019; **Secretary**,
Spring 2018; **Parliamentarian**, Fall 2017

Psychology Club

Volunteer service for people with developmental disabilities

Shawn R. Smith
(618) 234-0493
ssmith@mckendree.edu

SUMMARY

- Customize this area based on your experience and transferable skills for position.
- Field experience gained through internship with police department and as Security at department store.
- Adept at dealing with conflict situations and working under pressure. Gained much experience through Security position.
- Strong analytical and communication skills. Solid foundation acquired through academic courses and life experiences.

EDUCATION

Bachelor of Arts in Sociology, Criminal Justice emphasis; May 2020

McKendree University; Lebanon, IL

GPA of 3.6/4.0

RELATED EXPERIENCE

Intern; Fall 2019

Cedar Valley Police Department; Cedar Valley, IL

- Shadowed officers in the patrol division.
- Participated in and observed areas of prisoner operations.
- Assisted in administrative operations.
- Gained a better understanding of investigative operations.

Security; September 2017 - Present

Kerry's; Fairview Heights, IL

- Provide undercover security to assist store with inventory control.
- Contact local law enforcement to assist when necessary.

HONORS

Academic Scholarship

Football Scholarship

Dean's List (four semesters)

ACTIVITIES AND VOLUNTEER SERVICE

McKendree University Football Team

Lookout Shelter in Valley, IL

Community service in Lebanon, IL homes, assisting with painting and yard maintenance

Sociology Club

Campus Activities Board

OTHER EXPERIENCE

Sales Associate; January 2017 - September 2018

Great Store; Werner, IL

- Provided friendly and quality customer service to customers at all times; developed relationships with repeat customers
- Awarded Employee of the Month; October 2017 and April 2018

Ethan C. Summerfield
123 Main Street; Collinsville, IL 12345
(123) 456-7890; esummerfield@mckendree.edu
www.linkedin.com/ethansummerfield/

PROFILE

- **Speak with Career Services about creative resume formats, depending on industry.**
- **Customize this area based on your experience and transferable skills for position.**
- Skilled in creating social media marketing campaigns.
- Detailed organizational ability with groups, projects, and assignments.
- Proficient in Microsoft Word, PowerPoint, Excel, and Publisher. Intermediate knowledge of Adobe Photoshop, InDesign, and Illustrator.
- Experience in marketing to and developing relationship with a diverse group of customers.

EDUCATION

Bachelor of Arts in Speech Communication, emphasis in Public Relations

McKendree University; Lebanon, IL

May 2020

GPA: 3.42/4.00

EXPERIENCE

Public Relations Assistant

McKendree University; Lebanon, IL

June 2018 - Present

- Prepare press releases for various University activities and events
- Coordinate public relations, marketing, and communication activities
- Assist in the preparation, organization, and completion of radio fundraising campaign and annual fundraiser
- Edit graphics for current University student catalog

Sales Assistant

Smith & Associates; Collinsville, IL

January 2017 - February 2018

- Completed marketing, communication, and public relations projects, utilizing a variety of social media techniques.
- Resolved complaints and refer appropriately
- Processed sales and assisted customers
- Answered inquiries from customers and other organizational departments
- Performed cash/credit transactions, and solely responsible for closing duties

PROJECTS

- Organized public relations campaign with two other students to raise awareness of diabetes. Developed online and print content for distribution to students. Created press releases for local publications to get word out about events held during Diabetes Awareness Month.

HONORS & ACTIVITIES

- Lambda Pi Eta National Communication Honor Society Member
- Dean's List (seven semesters)
- Dean's Scholarship (all semesters)
- McKendree University Men's Soccer Team
- McKendree University Campus Activities Board

Mia R. Tate

(678) 567-6321

dtate@abc.com

www.linkedin.com/miatate/

SUMMARY OF QUALIFICATIONS

- **Customize this area based on your experience and transferable skills for position.**
- Experience in all aspects of a Career Services Center, including career assessment training.
- Team player with excellent communication and analytical skills. Created a career planning course with staff members.
- Skilled in Microsoft Word, PowerPoint, Excel, and SPSS.

EDUCATION

Master of Arts in Professional Counseling, May 2020

McKendree University; Lebanon, IL

3.95/4.00

Bachelor of Arts in Psychology, emphasis in Social Work, May 2017

McKendree University; Lebanon, IL

3.91/4.00

WORK EXPERIENCE

Career Services Practicum, August 2019 - Present

Webster University Career Center; St. Louis, MO

- Assist with individual career assessments and counseling, empowering students to make informed decisions about future career choices.
- Utilize Myers-Briggs Type Indicator, Focus, and Do What You Are assessments with clients.
- Present workshops to students to inform about majors and career options.
- Coach students during job search and graduate school process, assisting with cover letters, résumés, interviewing, and other related areas.
- Assist in creation of career planning course.
- Utilize various social media and other online line tools to better connect with students.

School Social Work Practicum, August 2018 - December 2018

Collinsville School District, Collinsville, IL

- Gained experience in a variety of areas, including counseling and crisis management.
- Met regularly with students to work on improving problem-solving, social, self-esteem, and personal safety skills.
- Worked with teachers and other administrators to identify at-risk students.
- Helped provide a wide range of social services to students with different social, intellectual, and behavioral abilities.

Psychology Department Assistant, August 2017 - May 2018

McKendree University, Lebanon, IL

- Assisted with research and writing grants.

Sales and Service Representative, June 2015 - August 2017

Grand Company, St. Louis, MO

- Achieved status of number one ranked representative in 2013, based on performance.
- Awarded Top Salesperson of the Quarter
- Consistently ranked in the top 10 for position.

PROFESSIONAL AFFILIATIONS

American Counseling Association, Illinois Counseling Association, National Career Development Association, Missouri Career Development Association, and Multicultural Counseling Association

PROFESSIONAL SEMINARS & TRAINING

Gateway Career Services Professional Development Conference, February 2019
Myers-Briggs Type Indicator Qualifying Workshop, April 2018
Strong Interest Inventory Qualifying Workshop, March 2018
Crisis Intervention Training, March 2018
Mental Health Seminar, February 2018
Understanding the Millennial Student, January 2017
Substance Abuse in School Settings, April 2017
Bullying Seminar, April 2016
Divorce and Effects on Children, March 2016

PUBLICATIONS & RESEARCH

Tate, M. and Hopkins, T.; March 2019. *Effectively Counseling the Millennial Student*.
NACE Journal.

Tate, M. and Smith, R.; September 2018. *The Effects of Depression in Childhood*.
(Manuscript in preparation)

Help House Research Grant; September 2018
Submitted to the National Institute of Justice.
(Review of Literature, Budget, Methods, Timeline)

Tests and Measurements Group Research Project; Spring 2018
Financial Behavior and Alcohol Abuse.
(Designed, analyzed, and critiqued test)

Experimental Psychology Research; Fall 2017
The Impact of Personality on Introverts, Extraverts, and Perfectionists.
(Designed survey and conducted analyses using the APA Format)

HONORS

President's List (six semesters)
Dean's List (two semesters)
Phi Kappa Phi Honor Society
Pi Gamma Mu Social Sciences Honor Society
Vice-President; 2016-2017

VOLUNTEER EXPERIENCE

Second Chance Homeless Shelter
Bohannon Care Center
Lebanon Terrace
Tutor at Lebanon Grade School
March of Dimes

SKILLS RÉSUMÉ

Skills résumés focus more on your skills and blend your experiences from work, volunteerism, activities, and other areas. Many people who have gaps in work history or who want to tailor their résumé to a position requiring specific skills choose this format.

Avery C. Richards

123 ABC Street
ABC City, IL 12345
(123) 456-7890; averyrichards@abc.net
www.linkedin.com/averyrichards

EDUCATION

Bachelor of Arts in Organizational Communication May 2020
Minor in Journalism
McKendree University; Lebanon, IL
G.P.A. of 3.45/4.00

SKILLS

Coordination

- Planned and monitored daily activities for youth with mental disabilities
- Organized a successful fundraiser through service fraternity
- Coursework included organizing a mock convention for 700 people

Leadership

- Vice-President, Lambda Pi Eta National Communication Honor Society
- Received Leadership Award through the Campus Activities Board (CAB)
- Participated in the Regional Business Council Mentor Program

Supervision

- Conducted training procedures for new employees at a restaurant
- Monitored restaurant operations in the absence of manager
- Maintained inventory and ordered bi-monthly supplies
- Prepared daily cash transactions and performed accounting functions

Written

- Contributing writer to student newspaper, the *McKendree Review*
- Newsletter Editor for the American Red Cross
- Designed publications using PowerPoint, Photoshop, InDesign, and Publisher

WORK HISTORY

American Red Cross; St. Louis, MO
Planning Intern May 2019 - December 2019

Café France; St. Louis, MO
Assistant Manager June 2016 - Present

EXPERIENCED CANDIDATE RÉSUMÉ

Below is a sample format for students/alumni with work experience. Customize summary area to particular positions.

Christopher B. Monroe

(678) 567-7645

cmonroe@prodigy.net

www.linkedin.com/christophermonroe/

SUMMARY

- Service-oriented and persuasive individual with several years of experience as a marketing and sales professional, consistently meeting and exceeding goals.
- Demonstrate strong organizational and communication skills, combined with a high level of creative energy.
- Easily handle multiple projects with extreme competence.
- Viewed by clients as a reliable, knowledgeable, and resourceful manager with a positive attitude.
- Adept at actively listening to needs of clients and managers to customize approach.

EXPERIENCE

Great Concepts; St. Louis, MO

Regional Sales Manager; June 2016 - Present

- Helped increase sales by 24% in 2016 for region.
- Ensure that excellent customer service is being delivered to clients.
- Effectively recruit, train, and coach district and local managers, personalizing for each member to maximize potential and teamwork.
- Monitor individual store results and motivate staff to ensure that goals are met.
- Make certain that managers are kept informed of changes that affect product sales.
- Review operation reports to project sales and determine profitability.
- Direct and coordinate activities involving sales of manufactured products, services, commodities, and other areas of sales.

Creative Group; St. Louis, MO

Sales Manager; January 2012 - June 2016

- Consistently met and exceeded sales goals set forth by company.
- Supervised sales staff and motivated to ensure sales goals were met.
- Monitored customer trends to determine focus of sales efforts.
- Visited potential clients to stimulate interest in featured products.
- Reviewed sales activities for accounting areas; prepared budgets and approved budget expenditures.
- Represented company at pertinent conferences to promote products.

Technology Group; Tucker, IL

Assistant Sales Manager; June 2009 - January 2012

- Conferred with potential clients to assess product needs and advised on services that fit criteria by using effective communication techniques, developing strong relationships.
- Assessed marketing potential of new and existing clients, based on research and statistics.
- Negotiated with vendors to obtain best possible products while maximizing return on investment for clients.
- Surpassed goals by at least 5% for all quarters while in this position.
- Appointed as a mentor to four assistant sales managers, and after one year cumulative sales increased by 16%.

COMMUNITY INVOLVEMENT

Big Brothers Big Sisters Board Member; 2018 - Present

St. Louis, MO Chamber of Commerce; 2017 - Present

Ambassador Group; 2017 - Present

Tucker, IL School Board Member; 2016 - Present

Rally, IL Khoury League Coach; 2016 - Present

YMCA Board of Directors; 2014 - 2019

Young Professionals Group; 2015 - 2018

United Way of St. Louis, MO; 2012 - Present

Steering Committee; 2015 - Present

Mini Campaign Coordinator; 2014 - 2018

Tucker, IL Rotary Club; 2013 - 2018

TECHNOLOGY SKILLS

Microsoft Word, Excel, PowerPoint, and Publisher

SPSS

Macintosh software

EDUCATION

McKendree University; Lebanon, IL

Master of Business Administration

GPA of 4.0/4.0

McKendree University; Lebanon, IL

Bachelor of Business Administration in Marketing

GPA of 3.8/4.0

FIRST YEAR STUDENT RÉSUMÉ

Angela Brown

123.654.7890

abrown@mckendree.edu

EDUCATION

Bachelor of Business Administration in Management; May 2023

McKendree University; Lebanon, IL

GPA of 3.7/4.0

High School Diploma, May 2019

Great High School; Great, IL

GPA of 3.9/4.0

WORK EXPERIENCE

Cashier, September 2017 to Present

Farm Wonders; Great, IL

- Accurately balance cash drawer at end of shift.
- Deliver excellent customer service to customers at all times.
- Perform inventory on a routine basis and report findings to supervisors.
- Promote daily and weekly special products to increase overall sales.

HONORS

McKendree University

Board of Trustees Scholarship; McKendree University Soccer Scholarship; Dean's List

Great High School

Salutatorian; National Honor Society; Illinois State Scholar; Honor Roll (all semesters); Student of the Month

ACTIVITIES & VOLUNTEER SERVICE

McKendree University

Women's Soccer Team; Campus Ministries; Christian Activity Center

Great High School

Soccer Team; Softball Team; Fellowship of Christian Athletes; Student Council (Senior Class President); Peer Mentor; Joseph Homeless Shelter; Bible School Teacher; Mission Trip to Guam; Nursing Home volunteer

RÉSUMÉ CHECKLIST

- ☐ **Is my résumé a good length?** The preferred length is one page for students and recent graduates, and up to two pages for recent education graduates. However, if you have a lot of related experience it is sometimes acceptable to have two pages. Experienced candidates will have a two- or three-page resume.
- ☐ **Is my résumé organized?** Your résumé should be consistent in the areas that are bolded, capitalized, etc., and should be easy to follow.
- ☐ **Do I use bullets to describe my experiences?** You do not want long paragraphs or sentences because it takes too long to say too little. Likewise, you do not want your résumé to be too sparse with only dates and job titles.
- ☐ **Do I include results in my bulleted statements?** Readers want to know what you accomplished in your jobs or leadership positions.
- ☐ **Is there any irrelevant information on my résumé?** Employers do not need to know your height, weight, gender, health, and marital status, so leave them off your résumé. Remove information from over 10 years ago, unless it is related to the position you are seeking. Remove high school information once you are a second-semester sophomore.
- ☐ **Did I have a few people proofread my résumé?** Be aware that misspellings, typographical errors, and poor grammar could cost you the job. Remember that spell check will not catch everything either. Carefully proofread before submittal.
- ☐ **Am I using anything too fancy that is distracting?** Fancy typesetting, binders, photographs, and exotic paper stocks distract from the clarity of the presentation.
- ☐ **Is my résumé professional looking?** Your résumé should be neatly typed and printed in black on one side of quality résumé paper. You may use paperclips to send your résumé, but not staples.
- ☐ **Did I attach a cover letter?** - Too many résumés arrive on employer desks that were not requested, with little or no apparent connections to the organization. A cover letter helps direct the résumé to the proper recipient.

REMEMBER: The reason employers become interested in you is the value that **you** can produce for **them**. This value is demonstrated by what you have done. Eliminate things that do not focus on your potential value. Your résumé is a demonstration of your ability to handle written communication. Put as much care and attention into your résumé as you would for a one-page advertisement of a fine product.

REFERENCES LIST

Candidates should receive permission from an individual before using that person for a reference. Normally, you list three to five references. You may left justify or center the information on the page. Do not use family or friends as references unless an employer requests personal references. Examples of good references would be current or previous supervisors, faculty members, coaches, sponsors of your activities/volunteer service, and colleagues.

References for (Name)

Street Address; City/State/Zip Code

(Area Code) Phone Number

email@provider.net

[Use same address format as your résumé]

First and last name (with Mr., Ms., or Dr.)

Job Title

Business Name

Address

City/State/Zip

Phone

E-mail

*Indicate how you know the person (example is Relationship: Former Supervisor at ABC)

First and last name (with Mr., Ms., or Dr.)

Job Title

Business Name

Address

City/State/Zip

Phone

E-mail

*Indicate how you know the person (example is Relationship: Former Supervisor at ABC)

First and last name (with Mr., Ms., or Dr.)

Job Title

Business Name

Address

City/State/Zip

Phone

E-mail

*Indicate how you know the person (example is Relationship: Former Supervisor at ABC)

COVER LETTERS

COVER LETTER GUIDELINES

1. Application materials are usually now sent through email, so unless otherwise instructed save as a .docx or PDF file. If mailing, use white or off-white high-quality résumé paper and make sure that the same paper is used for your résumé and reference page. Higher-quality envelopes are also recommended.
2. The purpose of your cover letter is to obtain an interview, and writing that first letter is hard work. Put yourself in the position of the employer:
 - a. What would get YOUR attention?
 - b. What would YOU be looking for?
 - c. What would cause YOU to select a certain letter for further consideration?
3. Remain as brief and focused as possible. Your letter should never be over one page in length.
4. Address your letter to someone who has the authority to hire, by name and job title. If you do not already have the person's name, contact the company when possible and obtain it. When impossible to get that information, use the person's most probable functional title. These could include Hiring Manager or Human Resources Manager.
5. Indicate the position for which you are applying, where you read about the opening, and/or by whom you were referred.
6. Outline specifically what you have to offer them. Analyze the job posting, and highlight the education, experience, and qualities that the employer seeks.
7. Give the employer a reason to pick you over other applicants for an interview. Personalize your letter!
8. Demonstrate that you have conducted research on the organization. Explain why you want to work for them.
9. Convey your enthusiasm and commitment for the position.
10. Point directly to the next step, telling just what YOU intend to do next. Whenever possible, do not put the burden of responsibility on the organization to call you.
12. As with the résumé, thoroughly check your final product for spelling, grammatical, and typographical errors. Use the "spell check" option on your computer, but be sure to proofread. Ask another person to review the letter, too.

DESIGNING A COVER LETTER

A cover letter should usually be written when applying for a position. The format that follows is an example of a cover letter/letter of application. Compose a letter with which you feel comfortable and that best presents you as a candidate for the specific position.

Return Address

City, State and Zip Code

Current Date

[3 or 4 line spaces]

Employer's Name [Hiring Manager if name is unavailable]

Person's Job Title

Name of Company or Organization

Street Address, P.O. Box or Building

City, State and Zip Code

[2 line spaces]

Dear (Mr., Ms., Dr.) last name: [Hiring Manager if name is unavailable] *[2 line spaces]*

First Paragraph: Attract attention! State your purpose for writing and indicate the position or type of work for which you are applying. Indicate how you heard of the opening and mention, by name, any referring party. State your reasons for wanting to work for this particular employer after doing research. Personalize this area to every employer.

[2 line spaces]

Middle Paragraph(s): Sell yourself! Summarize what you have to offer by stating the qualifications you believe would interest this specific employer. Analyze the job posting, and then highlight the experience, education, and qualities that the employer seeks. *Tell the employer how you can be of benefit to them!* Emphasize your career interest(s) and briefly point out particular achievements that qualify you for this position.

[2 line spaces]

Final Paragraph: Close by informing the reader of your next action (usually arranging for an interview). You might say that you would be happy to meet with the employer at a convenient time for them. It is also appropriate, if a telephone number is given, to mention that you will be telephoning to follow up with them.

[2 line spaces]

Sincerely,

(Your signature)

[3 or 4 line spaces between closing and typed name]

Your typed name

[2 line spaces]

Enclosures (include this if you did not mention in the closing paragraph)

SAMPLE COVER LETTER

215 Market Street
Belleville, IL 62223
November 20, 2019

Ms. Rebecca Weston
Human Resources Director
Walls Rapgo
701 Pine Street
St. Louis, MO 36454

Dear Ms. Weston:

Walls Rapgo's commitment to innovation, along with the team-oriented and fast-paced culture, is what attracts me to your organization. Please accept this letter and résumé as my application for the position of Financial Analyst with Walls Rapgo. I learned of this position through the Director of Financial Planning Services, Mr. Charles Green. My education and experience would well serve your company.

Through my undergraduate studies and membership in academic organizations, I acquired strong skills and relevant knowledge that will help me succeed in finance. Internship positions that I held at Collins Barkley and Area Bank allowed me to apply my knowledge in this field. I had the opportunity to work closely with client portfolios and in drafting personal financial planning proposals. In addition, I was able to enhance my communication skills in these positions by providing strong customer service and marketing products to clients that would best match their needs. Leadership skills were gained through my participation in a service fraternity and the Campus Activities Board on my university campus. I know my background would be of benefit to Walls Rapgo.

Thank you for your time and consideration in reviewing my résumé. Walls Rapgo has aggressive growth plans, and I would like to be a part of that energy in the future. While the attached résumé outlines my accomplishments, an interview will allow me to further explain why I am an excellent fit for this position. You can reach me at 618.555.8888 or ejh@email.com, and look forward to hearing from you soon.

Sincerely,

Ellen J. Hayes

Ellen J. Hayes

HOW TO SEND A SCANNABLE RÉSUMÉ

Electronic applicant tracking helps employers identify prospective employees and manage the influx of résumés that are received daily in their human resources area. Once the résumé is received, some companies scan the document into their computer system. The computer software converts the résumé into a text file or ASCII file. The software then searches for certain **keywords** (in context) or **skills** that match a particular job description. ***The more “hits” or matches there are, the better your chances will be to receive an invitation to interview.***

- Incorporate key words into your resume, but **use in context**.
- If applying online, try not to copy/paste information. Upload the document when possible (.doc, for example) because it will “read” better.
- When applying online, do not upload AND fill in applicant boxes. This shows as a duplicate résumé submission.
- Avoid the two-column format/newspaper format.
- Place your name on the first line of text at the top of the page.
- Use standard address format below your name.
- Avoid italics, bullets, underlines, shadows, and reverses.
- Avoid vertical and horizontal lines, pictures, and graphics.
- Use bold face type and/or all capital letters for section headings.
- Use standard typefaces such as Arial, Calibri, Helvetica, Times, and Univers.
- Use an 11- or 12-point font size.
- Do not fold, staple, or paperclip.
- Provide a laser printer original; don’t send copies. Use white or off-white paper.
- Use jargon and acronyms specific to your industry.
- Do not use abbreviations.
- You can get more scanning system points from employer referrals, a trusted recruiter, or from other related sources.
- Check your Junk folder because you could receive an electronic response.

KEYWORDS:

Keywords are phrases that highlight technical and professional areas of expertise, industry-related jargon, projects, etc. How do you identify keywords? The Occupational Outlook Handbook, employment ads, employer websites, and trade journals are all sources for keywords. However, use them in context! Here are some examples:

Accounting Manager

Keywords include supervisor, CPA, accounts payable and receivable, BBA in Accounting, Lotus, and Excel.

Human Resource Manager

Keywords include compensation, benefits, recruitment, diversity, ADA, Training

CAREER PLANNING FOR FUTURE SUCCESS

A Career Plan is a flexible tool to guide you in making decisions regarding courses, extra-curricular activities, part-time jobs, internships, and special projects. Each year of college, your courses and activities provide experiences upon which to build and revise a Career Plan. Create your initial plan and follow up with periodic assessments, additions, and revisions. The results are a better picture of who you are, what you can do, where you want to go, and how to get there. The below ideas will help you get started on your path to success!

FIRST YEAR - ASK & EXPERIENCE

- ☐ Enroll in core/general education courses.
- ☐ Get to know other students, faculty, and staff on campus.
- ☐ Familiarize yourself with our website and follow us on Facebook, Twitter, and LinkedIn to stay updated on a variety of areas.
- ☐ Visit Career Services. Most seniors who did not stop by early regret that decision.
- ☐ Conduct informational interviews with people in your area of interest. Information can be found in our office regarding this area.
- ☐ Keep your grades up and seek help from McKendree's Tutoring Services or Writing Center if needed.
- ☐ Take online career assessments through Career Services and then schedule an appointment.
- ☐ Get involved with clubs and organizations, volunteer, and/or obtain a part-time job to gain valuable experience. You can search for jobs on McKendree's Handshake system at <https://joinhandshake.com>.
- ☐ Make sure your social networking pages are neutral; do not post negative and/or profane comments, inappropriate photographs, or other questionable posts.
- ☐ Attend the McKendree Job & Internship Fair to gather information on potential careers and employers, as well as to simply get acquainted with the format of this type of fair.
- ☐ Start creating your résumé, including high school information until sophomore year of college.

SOPHOMORE YEAR - ASSESS & EXPLORE

- ☐ Take online career assessments through Career Services and then schedule a career counseling appointment.
- ☐ Explore potential occupations. Visit companies and working professionals in your field of interest and conduct informational interviews. Career Services has information on this type of interview in the office.
- ☐ Find three to five people in your field of interest to serve as mentors.
- ☐ Gain relevant work experience through volunteering, part-time work, or activities.
- ☐ Create or update your résumé.
- ☐ Attend the McKendree Job & Internship Fair to gather information on potential careers and employers, as well as to get acquainted with the format of a career fair.
- ☐ Talk to Career Services about completing an internship for academic credit in the future.
- ☐ Create a LinkedIn profile and be aware of what you are posting on other social media sites.

JUNIOR YEAR - EVALUATE & NETWORK

- ☐ Enroll in your major courses for the majority of your classes. Take electives in various areas and consider enrolling in *Careers, Job Search, and Beyond* for academic credit. This course helps to better prepare students for the job search and first year on the job.
- ☐ Register on Handshake at <https://joinhandshake.com> to have access to full-time/part-time/internship positions posted to McKendree in local and out of state locations. Students can also upload their résumé to be reviewed by approved employers on this system.
- ☐ Complete an internship for academic credit.
- ☐ Explore the possibility of studying abroad for a semester.
- ☐ Begin to plan your job search strategies. Create or update your résumé and cover letter for review by Career Services.
- ☐ If graduate school is an option, begin studying for your entrance exams and applying.
- ☐ Continue to participate in meaningful extra-curricular activities. Seek a leadership role within the group if that is of interest to you.
- ☐ Check academic status related to credits and GPA to ensure you are on track to graduate.
- ☐ Check your voice mail message and email address to make sure they are professional.
- ☐ Continue to build strong professional relationships with people and remember that networking is a something that should benefit both parties.
- ☐ Attend McKendree Job & Internship Fairs to gather information on potential careers and employers, and to aid in your internship search.

SENIOR YEAR - MARKET YOURSELF

- ☐ Review your social media accounts for any inappropriate content and create/update your LinkedIn account to network professionally with others. Check your voice mail message and email address to make sure they are professional. Google yourself to see what others can find.
- ☐ Complete graduation requirements and an internship for academic credit.
- ☐ Attend McKendree Job & Internships Fairs.
- ☐ Participate in the Career Conference to increase your knowledge of networking techniques, interviewing skills and how to financially succeed after graduation.
- ☐ Register and take graduate school entrance exams and submit applications if required.
- ☐ Make sure you have a polished résumé, cover letter, and other employer correspondence.
- ☐ Ask three to five individuals (faculty, previous/current supervisors, and coaches, among others) if they are willing to serve as a professional reference, and then create a references page. Ask for letters of recommendation if needed.
- ☐ Schedule a mock interview session with Career Services. Purchase appropriate interview attire that is suited for your field.
- ☐ Target places of potential employment and begin researching the companies.
- ☐ Start the job search process early in your senior year through several methods.
- ☐ NETWORK with as many people as possible and obtain their business cards to follow up!
- ☐ Join related professional organizations if student membership is an option.
- ☐ Register on Handshake at <https://joinhandshake.com> to have access to full-time/part-time/internship positions posted to McKendree. Upload your résumé so that the document can be reviewed by employers on this system.

SAVE THE DATE!

McKendree/SIUE Career Fair

Wednesday, October 2, 2019

Thursday, October 3, 2019 (IT)

10:00 a.m. to 2:00 p.m.

University Center at SIUE

*See Calendar of Events page for McKendree Career Services to view employer list

McKendree University Career Fair

Wednesday, February 12, 2020

10:00 a.m. to 12:30 p.m.

Hettenhausen Center for the Arts

View employer list at:

<http://www.mckendree.edu/offices/career-services/student-resources/job-fairs.php>