

## The Purpose of a Resume

A resume is your personal marketing tool used to show interest in a job, internship, honors society, or graduate school.

Resumes should speak to the specific job or industry you are seeking to enter. In many cases students and alumni will create multiple resumes to target different career objectives.

## Resume Builder To Get You Started

Take advantage of the Resume Builder Tool available in the Career and Alumni Services section of your Student Portal entitled My Career: Career and Professional Development Center before applying for jobs.

To utilize the resume builder:

- Log into your Ashford University Student Portal
- Visit the My Career: Career and Professional Development Center link under Career and Alumni Services
- Go to the Documents Tab
- Click on Resume Builder
- Create, save, and edit several resumes to meet your job application needs.

For tips on writing resumes that stand out to employers, watch the [video](#) here.

## From an Employer's Perspective

What will employers look for when they read your resume?

- Relevant information in regards to the industry
- Your demonstrated accomplishments
- Easy-to-read resume with traditional font style and size
- Consistent formatting demonstrating your attention to detail
- A detailed yet concise one to two page document
- Attractive header, sufficient white space, and appropriate font size (10-12)
- Documented results of your hard work/accomplishments

## RESUME CHECK LIST

### Personal Information

- Name
- Email
- Cell or home phone number
- Home address

### Career Title/Objective

- List your Career Title  
EX: Health Care Administrator
- Core Competencies (optional)

### Experience

- Name of Organization
- City, State
- Your Title
- Start Month Year- End Month Year  
(Write **Present** as end date if still working there)
- Description and Accomplishments

### Education

- Degree
- Name of the Institution
- Major
- Minor
- Expected graduation date: Month Year
- GPA
- Awards/Honors

### Community Involvement

(Volunteer Experience and Activities)

- Name of Organization
- Your title/Type of Involvement  
(Volunteer, Member, or Participant)
- Description and Accomplishments (optional)
- Dates of Involvement (optional)

### Skills

(Computer, Technical, Other Skills)

- Be sure the names are spelled correctly  
EX: Microsoft PowerPoint
- Only list skills that are relevant to the job  
You are seeking

**\*Resume format will vary depending on your past experience and education.**

# Resume Core Competencies/ Keywords

<b>Accounting/Finance</b>	<b>Business Administration/ General, Executive Management</b>	<b>Health Care Administration</b>
Accounts Payable Accounts Receivable Credits and Collections Financial Analysis Asset Management Capital Budgets Corporate Tax Cost Accounting Cost/Benefit Analysis Operating Budgets Return on Equity Financial Planning Commercial Banking Risk Management	Business Development Capital Projects Process Improvement Cost Avoidance Cost Reduction Entrepreneurial Leadership Financial Management Long-Range Planning Margin Improvement Market Development Efficiency Improvement Relationship Management Profit and Loss (P&L) Management Team Building	Managed Care Service Delivery Case Management Clinical Services Patient Relations Preventative Medicine Risk Management Outpatient Care Provider Relations Assisted Living Rehabilitation Services Integrated Health Care Delivery
<b>Human Resources/ Organizational Management</b>	<b>Human Services/Social Sciences</b>	<b>Information Systems &amp; Telecommunications Technology</b>
Americans with Disabilities Act (ADA) Benefits Administration Employee Relations Electronic Applicant Screening Compensation Organizational Needs Assessment Position Classification Professional Recruitment Union Relations Competency-Based Performance Incentive Planning Labor Contract Negotiations Merit Promotion	Advocacy Behavior Management Casework Community Outreach Counseling Psychological Counseling Social Services Substance Abuse Testing Treatment Planning Vocational Placement Assessment Community Outreach	Advanced Technology Benchmarking Capacity Planning Database Design Data Communications Desktop Technology End User Support Firewall Network Administration Operating System Pilot Implementation Project Lifecycle
<b>Operations Management</b>	<b>Sales and Marketing</b>	<b>Social/Criminal Justice</b>
Cycle Time Reduction Distribution Management Environmental Health and Safety Inventory Control Just-In-Time (JIT) Materials Planning Operations Start-Up Order Fulfillment Performance Improvement Process Automation Value-Added Processes Workflow Optimization Yield Improvement	Customer Needs Assessment Customer Retention Brand Management Direct Sales Market Launch Market Positioning Profit and Loss (P&L) Profit Growth Promotions Revenue Stream Account Development Competitive Analysis Sales Forecasting Solutions Selling	Crisis Communications Emergency Preparedness Interrogation Safety Training Surveillance Asset Protection Electronic Surveillance Safety Training Corporate Security
<b>Supply Chain Management/Logistics</b>	<b>Education</b>	
Inventory Planning and Forecasting Just-In-Time (JIT) Purchasing Outsourced Procurement Request for Proposal (RFP) Supplier Management Vendor Sourcing Bid Review Contract Administration Fixed Price Contracts Subcontractor Negotiations	Instructional Design and Implementation Childhood Development Learning Environments Positive Interaction and Guidance Testing and Assessment Universal Design for Learning Child and Family Health and Safety Community Outreach Professional Development and Leadership Administration and Management	



# Teresa Stevens

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## ORGANIZATIONAL MANAGEMENT

- Results-driven
- 5+ years service experience
- Relationship-building
- Presenting and communicating ideas
- Creative problem resolution
- Care-based customer service
- Process improvement
- Issue-spotting
- Dispute resolution
- Mediation and negotiation

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## EDUCATION

**Ashford University**, Clinton, IA November 2011  
Bachelor of Arts, Organizational Management  
GPA: 3.81

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## EXPERIENCE

**Lead Flight Attendant** May 2003 – Present  
Southeast Airlines, Charlotte, NC

- Build rapport with customers by proactively identifying and resolving issues
- Communicate and enforce airline policies before, during and after flights
- Assist customers with boarding process and proper flight safety procedures
- Decreased boarding time by 5 – 7 minutes with a new customer-friendly process
- Deliver safety presentations for flight crews, resulting in annual high safety ratings
- Plan, organize, and oversee schedules of over 25 in-flight crew members
- Navigate an Oracle database to track, change and distribute detailed flight information for over 1,000 customers each month

**Sales Associate** January – May 2003

Bed Bath and Beyond, Tampa, FL

- Provided personalized customer service in top-performing retail environment
- Received the Outstanding Customer Service Award for helping the most customers
- Conducted market research used to guide the development of advertising and promotional campaigns
- Provided timely and accurate product information to customers and store associates
- Represented company at two home improvement trade shows



# Jacqueline Stevens

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## Customer Service Representative

- Customer Support
- Training & Development
- Billing Methods
- Event Coordination
- Relationship Building
- Troubleshooting

## EXPERIENCE

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### Customer Account Executive

December 2010 – Present

Time Warner, Mobile, AL

- Customized customer cable plans, resulting in 15% growth of territory for 2011
- Received 2011 Time Warner Golden Star for excellence in service
- Develop and deliver monthly customer service training for new employee groups at three locations
- Designed web-based training modules to replace in-person workshops, increasing employee efficiency and customer satisfaction rating by 10%
- Processed customer accounts, including billing and payment records

### Stay-at-Home Mom

January 2004 – November 2010

Colorado Springs, CO

- Provided care for two children and maintained safe home environment
- Developed sound financial and budgetary procedures for family
- Organized 3 – 4 major annual school events
- Coordinated volunteer activities and schedule for parent volunteers

### Customer Service Representative

November 2002 – October 2003

Verizon Wireless, Colorado Springs, CO

- Answered incoming calls regarding customer product inquiries
- Supported sales staff with 20 – 25 new leads based on front-line customer communication
- Provided basic troubleshooting for customers with standard phone issues

## COMMUNITY INVOLVEMENT

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### Lead Volunteer

September 2007 – June 2010

Lincoln Elementary School, Colorado Springs, CO

- Awarded 2007 and 2009 Volunteer of the Year Award for event leadership and coordination
- Developed the *Partner With Parents* program to increase communication between administration and parent volunteers; the program was used as a model for two other schools
- Coordinated volunteer activities and managed the schedule for over 30 parent volunteers

### Volunteer Teacher

October 2003 – September 2010

Father Bill's Rescue House, Colorado Springs, CO

- Tutored residents in test preparation, helping over 100 students obtain their GED
- Trained incoming volunteers on teaching protocols and safety procedures, resulting in a 20% decline in student complaints filed in the past 5 years
- Evaluated student learning needs and recommended resources for students with learning challenges

## EDUCATION

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**Bachelor of Arts in Social and Criminal Justice, GPA: 3.7**

August 2012

Ashford University – Clinton, IA



# George Frank

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## Customer Service Specialist / Community Service Coordinator

- Training and mentoring
- Cashier skills
- Fluent in Spanish
- Inside Sales
- Relationship development
- Community relations
- Multi-line telephone
- Event coordination
- Type 60 WPM
- Leadership & team motivation

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## Professional Experience

**Access a Ride/ First Transit**, New York, NY November 2007 – Present  
*Reservationist Agent, Customer Service*

- Address customer concerns in a caring and efficient manner, achieving a 90%+ customer approval rating
- Initiate, change, and cancel reservations made through the ADEPT Reservation System
- Manage multiple incoming telephone lines and route calls to the appropriate areas
- Create and present comprehensive travel itinerary options to customers
- Maintain working relationships with over 250 external business contacts

**Kmart/ Sears Holding**, New York, NY March 2005 – March 2007  
*Sales Representative*

- Recommended, selected, and helped order new merchandise based on customer preference
- Coordinated with 15 partner stores to place special orders and update appropriate inventory
- Maintained an accurate cash drawer, accounting for \$1,500-\$2,000 daily sales
- Examined merchandise to ensure accuracy and consistency of advertising
- Monitored sales activities of 5 – 7 team members and provided feedback in meetings

**Make the Road by Walking INC.**, New York, NY February 2003 – March 2005  
*Youth/ Community Service Coordinator*

- Developed co-op curriculum agendas for community service at various educational institutions
- Mentored youths in the areas of public service, police brutality, and LGTBQ awareness, resulting in a 20% decline in hate crimes
- Provided youth guidance aimed to help them understand the benefit of helping themselves
- Facilitated 10 – 20-person training sessions, team-building exercises, and workshops for local non-profit organizations

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## Education

**Ashford University**, Clinton, IA May 2013  
*Bachelor of Art in Psychology*

**Career Institute of Technology**, Brooklyn, NY August 2008  
*Medical Assistant*

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## Community Involvement

**Big Brothers and Big Sisters**, New York, NY June 2010 – Present  
*Big Brother / Youth Mentor*

- Coordinate weekly outings with youth partner to help in confidence and support network-building
- Build ongoing relationship with family members and serve as a liaison for the BBBS organization
- Provide mentoring on overcoming obstacles, societal pressures, and decision-making

# Matt Henry

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## CORE COMPETENCIES

- MBA
- Negotiations & Finalizing Sales
- Sales Strategies
- Strategic Planning
- Employee Development & Training
- Market Research
- Leadership
- Employee Management
- Intelligence Analysis
- Proactive Approaches
- Project Management
- Team Building
- Business Development
- Excellent Writing Abilities
- Relationship Development

## PROFESSIONAL PROFILE

- Excellent project management skills, including the ability to formulate and drive detailed plans and key performance indicators to report on the health of each project
- Spearheads team-building to accomplish organizational goals with motivation and drive towards success
- Displays strong time management skills with the ability to work to tight deadlines and handle the pressure of last minute requests with little to no supervision
- Demonstrates proficiencies with instruction and training
- Highly skilled at understanding and following strict regulations and in extensive paperwork procedures
- Held a top secret security clearance for 12 years
- Strong writing abilities as evidenced by successful writing of numerous exercise scenarios for Emergency Deployment Readiness Exercises for Special Forces A-teams and Battalion staff, as well as scenarios for the two-week drill for the 100th Chemical Brigade

## PROFESSIONAL EXPERIENCE

### PROJECT MANAGER – NATIONAL TECHNOLOGIES ASSOCIATES – Nowhere, NY

SEPT 2011 – PRESENT

- Facilitate highly detailed projects from start to completion
- Oversee a professional team of seven technology specialists
- Identify and report on the status of key performance indicators

### SALES CONSULTANT – METRO MOTOR GROUP – Nowhere, NY

AUG 2008 – MAY 2011

- Increased sales volume by 35% after establishing a business development center that maintained contact with customers who contacted the dealership
- Developed relationships and followed up with customers through their purchase decision process
- Followed up with customers who walked in to the dealership

### SALES CONSULTANT – BALD HILL DODGE-CHRYSLER – Nowhere, NY

JAN 2007 – JUL 2008

- Met or exceeded quotas of 10 units per month consistently; averaged 14 -16 units
- Trained new salespeople on product knowledge and presentation techniques

### BUSINESS DEVELOPMENT MANAGER – BALD HILL SUBARU – Nowhere, NY

DEC 1999 – OCT 2006

- Awarded Bronze Sales Star Award three years in a row before promotion to management
- Developed and maintained relationships with external businesses

## MILITARY EXPERIENCE

### UNITED STATES ARMY RESERVES

NOV 1998 – MAR 2003

100th CHEMICAL BRIGADE AND 103<sup>RD</sup> CIVIL AFFAIRS BATTALION

- Wrote exercise scenario for 2-week annual training for U.S. Army Reserves Chemical Brigade, which included planning, movement, and set up of simulated enemy and friendly forces
- Promoted to Detachment Sergeant; led 35 soldiers and non-commissioned officers as a Sergeant (E-5) to fill a Sergeant First Class (E-7) position
- Designated as honor graduate when completing the Civil Affairs Specialist Course
- Conducted annual Operations Security, Subversion and Espionage briefings to the Civil Affairs Battalion

### UNITED STATES ARMY

JAN 1991 – NOV 1998

5<sup>th</sup> SPECIAL FORCES GROUP (AIRBORNE) 2<sup>ND</sup>, 3<sup>RD</sup> BATTALIONS AND GROUP MILITARY INTELLIGENCE DETACHMENT

- Composed three case studies when in Bosnia to assess the organized criminal elements and biological summaries of significant municipal-level civic and military leaders, resulting in a base document used in the theater Commander's office at the US National intelligence Center
- Selected as one of the first Americans on the ground in Bosnia, due to my expertise on the warring factions tactics as well as socio-political climate, prior to the Dayton Peace Accords implementation in order to coordinate with United Nations (UN) elements and facilitate the seamless transition from a UN to a North Atlantic Treaty Organization (NATO) peacekeeping mission
- Selected to instruct Land Navigation techniques to Expert Field Medical Badge soldier candidates at Fort Carson
- Instructed subordinate and adjacent element's troops in small unit tactics and implementation of perimeter defensive systems
- Developed an analytical skills refresher course for my subordinate soldiers that was subsequently used by the Military Intelligence Detachments at the 5<sup>th</sup> Special Forces Group Headquarters and also in the 2<sup>nd</sup> and 3<sup>rd</sup> Battalions
- Briefed the Under-Secretary of the Army due to the expertise on the Iraqi military and insurgent forces operations
- Earned 5<sup>th</sup> Special Forces Group Soldier of the Year for the 2<sup>nd</sup> Battalion and Runner-up for the entire Regiment

## EDUCATION

ASHFORD UNIVERSITY – Clinton, Iowa

- Master of Business Administration, **Environmental Management** DEC 2010  
GPA – 3.58; inducted into Golden Key and SALUTE Honor Societies

ASHFORD UNIVERSITY – Clinton, Iowa

- Bachelor of Arts in **Organizational Management**, DEC 2008

## ADDITIONAL TRAINING

Metrix Learning – NetWorkRI

- Six Sigma Green Belt course – SEPT 2011
- Project Management Professional Course – SEPT 2011

U.S. Army

- Civil Affairs Specialist Course, JFK Special Warfare Center & School, Fort Bragg, North Carolina – 2001
- Security Managers Course – Fort Carson, Colorado – 2001
- Primary Leadership Development Course – Fort Drum, New York – 2000

**Name**  
Address  
Phone | Email

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## EDUCATION

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**Ashford University**- Clinton, IA                      Month Year  
Type of Degree  
Major:    Minor:

### ***Relevant Coursework:***

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## EXPERIENCE

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Name of Organization- City, State                      Start Month- Present  
Your title  

- Describe what you do, accomplish, or learn
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- Describe what you do, accomplish, or learn

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Your title  

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## COMMUNITY INVOLVEMENT

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Name of Organization- City, State                      Start Month- Present  
Your title  

- Describe what you do, accomplish, or learn
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## PROFESSIONAL ORGANIZATIONS

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*Member*, Name of organization