



Critical Thinking/ Problem Solving

Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain and use knowledge and data in this process and may demonstrate inventiveness.

Examples of strong action verbs:

Analyzed	Compared	Developed	Illustrated	Recommended
Arranged	Concluded	Discovered	Interpreted	Researched
Assessed	Conducted	Established	Investigated	Shaped
Calculated	Contrasted	Evaluated	Launched	Solved
Changed	Critiqued	Examined	Measured	Summarized
Clarified	Customized	Explored	Modified	Supported
Classified	Designed	Highlighted	Negotiated	Studied
Combined	Determined	Identified	Prioritized	Wrote

Examples of strong bullet points:

Volunteer Experience

John W McCormack Middle School

- Developed creative and engaging ways to tutor seventh and eighth grade students to boost performance and learning of mathematical skills.

Front Desk Assistant

Granite Telecommunications

- Assist customers in a fast-paced environment, giving directions, answering inquiries and helping visitors locate the right offices to handle their challenges.

Sales and Marketing Intern

CBS

- Strengthened attention to detail skills through careful review of marketing reports and presented daily analysis to supervisor.

Related Course (or Special Project)

Full Course Name (no course number is needed)

- Conducted research examining the psychobiological effects of abused substances commonly used by adolescents.

Tips for Success:

- Develop your critical thinking and problem solving skills through your academic studies, internship and volunteer opportunities, and participating in clubs and on-campus events.
- Transferable skills from work experiences on your resume are important too!
- Incorporate key action verbs from the position description into your bullet points.
- Remember that projects from the classroom can be highlighted on your resume, from research projects to group projects to assignments where you displayed your critical thinking and problem solving skills to produce a project for your course.



Teamwork/Collaboration

Build collaborative relationships with diverse classmates, professors, colleagues, and customers. The individual is able to work within a team structure and can negotiate and manage conflict.

Examples of strong action verbs:

Advanced	Cooperated	Guided	Modeled	Reinforced
Aided	Coordinated	Helped	Motivated	Resolved
Allocated	Cultivated	Instructed	Organized	Strengthened
Appointed	Designated	Improved	Participated	Served
Assigned	Encouraged	Influenced	Partnered	Supported
Assisted	Facilitated	Inspired	Persuaded	Sustained
Collaborated	Fostered	Mediated	Promoted	Trained
Contributed	Furthered	Managed	Provided	Worked

Examples of strong bullet points:

Special Projects

Full Course Name (no course number is needed)

- Ensured timely completion of assigned analytical task for a group course project, providing teammates with the resources to complete their assigned task and successfully presenting project.

Advertising Intern

MullenLowe U.S.

- Participated in brainstorming sessions with interns from across the United States to develop creative pitches and product launch strategies for diverse clients.

Tutor

Academic Support Services, University of Massachusetts Boston

- Foster a positive atmosphere to ease students' fear of subject matter, enabling them to ask questions and increase active learning and participation.

Merchandise and Service Coordinator

Ulta Beauty

- Collaborate with teammates to organize and implement multiple events throughout the year such as closed store events for top-tier clients to reward store loyalty and increase sales and promotions.

Tips for Success:

- Reflect on the variety of settings you may collaborate with others, from volunteer experiences to participating in clubs on campus to group work in the classroom.
- Make the most of group projects, taking the lead and guiding your group through a successful experience.
- Highlight related teamwork and collaboration skills from work experiences throughout your work history, incorporating keywords from the position description as you tailor your resume.



Professionalism/Work Ethic

Demonstrate personal accountability and effective work habits (e.g., punctuality, working productively with others, and time management), and understand the impact of nonverbal communication on professional image. The individual demonstrates integrity and ethical behavior, acts responsibly and keeps the interests of the larger community in mind, and is able to learn from mistakes.

Examples of strong action verbs:

Accomplished	Directed	Implemented	Navigated	Reorganized
Achieved	Enhanced	Improved	Observed	Reviewed
Advanced	Established	Increased	Organized	Revised
Analyzed	Evaluated	Initiated	Overhauled	Streamlined
Achieved	Expanded	Introduced	Planned	Strengthened
Built	Exceeded	Launched	Prioritized	Supervised
Coordinated	Generated	Managed	Produced	Surpassed
Developed	Handled	Motivated	Recommended	Updated

Examples of strong bullet points:

Lab Assistant

Dr. Last Name, Biology Lab, University of Massachusetts Boston

- Maintained timely attendance, ensuring the lab was properly set up for students, preserving a conducive learning environment.

Interpreter

Boston Medical Center

- Convey in an accurate manner messaging between clients and health care professionals in all interpretation sessions.

Intern

Elevate Communications

- Drafted press releases and memos while balancing competing deadlines and facilitating time sensitive communication with external clients.

Babysitter

Private Families

- Babysat newborns and infants (up to 2 years old); executing child care routine as requested by parents.

Tips for Success:

- Employers value candidates with a strong work ethic. Highlight your experiences and include results to show the impact you had through your past and current positions.
- Remember to look for keywords in the position description and include them in your resume.



Oral/Written Communications

Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills, is able to express ideas to others, and can write/edit communications clearly and effectively.

Examples of strong action verbs:

Addressed	Conducted	Drafted	Negotiated	Referred
Advertised	Consulted	Edited	Outlined	Reported
Authored	Conveyed	Explained	Participated	Represented
Briefed	Corresponded	Helped	Persuaded	Responded
Clarified	Created	Interviewed	Presented	Summarized
Collaborated	Demonstrated	Marketed	Promoted	Synthesized
Communicated	Developed	Mediated	Publicized	Translated
Composed	Directed	Motivated	Recruited	Wrote

Examples of strong bullet points:

Intern

XYZ TV station

- Created new content and messaging to engage customers about products for advertisement, boosting correspondence and interest in paid advertising placements.

Tutor (Introduction to Micro & Macro Economics, College Algebra, Pre-calculus)

University of Massachusetts Boston

- Creatively explain course content to students, helping them develop better skills in understanding course materials and create better studying habits.

Visitor Center Associate/Customer Service Associate

Macy's Inc.

- Engage local and international visitors, providing them unique information about the local store, generating interest and purchases.

Program Assistant

Non-Profit Organization

- Contribute, edit and manage social media and newsletter communications to engage followers, provide updates and increase program awareness of the XYZ program.

Tips for Success:

- Take advantage of opportunities to participate in classroom discussions, further enhancing your oral communication skills.
- When interning, ask questions and make connections with employees throughout the organization.
- Maximize the opportunities to write in your academic classes, even courses that are not in your major will provide you with a chance to further develop your written communication skills through papers and reports.



Digital Technology

Leverage digital technologies efficiently to solve problems and accomplish goals. The individual effectively adapts to new and emerging technologies.

Examples of strong action verbs:

Adapted	Computed	Established	Operated	Restored
Adjusted	Confirmed	Examined	Overhauled	Solved
Applied	Constructed	Experimented	Programmed	Specified
Assessed	Converted	Installed	Rebuilt	Studied
Assembled	Debugged	Investigated	Remodeled	Tested
Automated	Designed	Launched	Repaired	Verified
Built	Developed	Maintained	Replaced	Upgraded
Calculated	Engineered	Modified	Resolved	Utilized

Examples of strong bullet points:

Computer Lab Intern

IT Department, University of Massachusetts Boston

- Assisted students with programming and software questions in an efficient manner.

Peer Advisor

University Advising Center, University of Massachusetts Boston

- Educated and demonstrated to students how to use the technological platform for students' access to important financial documentation, enrollment of classes, management of schedules, and assessments of grades.

XYZ Psychology Course

- Tracked and analyzed large amounts of data using SPSS and Excel during a research project focused on mental health and mindfulness.

Peer Career Advisor

Office of Career Services and Internships, University of Massachusetts Boston

- Utilized Excel to produce a visual summary of students' appointments, simplifying data gathered throughout the year to provide accurate documentation of services provided for annual reporting.
- Trained students and campus partners on a new technological platform utilized by the Office of Career Services and Internship to help users navigate an internship, job, and career events database.

Tips for Success:

- Participate in courses and free training sessions to enhance your digital technology skills.
- Ensure your resume lists the technology skills highlighted in the position description.
- Reflect on the digital technology skills you have gained through your academic studies and ways to build on these skills or develop further skills through an internship or volunteer experience.
- Stay current with the technology required in your specific career field.



Leadership

Leverage the strengths of others to achieve common goals, and use interpersonal skills to help others develop their strengths. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.

Examples of strong action verbs:

Administered	Designed	Enhanced	Hired	Motivated
Advised	Delegated	Established	Instructed	Organized
Assigned	Designated	Executed	Interviewed	Planned
Built	Developed	Facilitated	Implemented	Produced
Chaired	Directed	Formed	Led	Programmed
Coached	Educated	Fostered	Mentored	Recruited
Coordinated	Empowered	Founded	Moderated	Supervised
Created	Encouraged	Guided	Monitored	Trained

Examples of strong bullet points:

President

Student Club

- Led fundraising efforts that totaled over \$4000 for various activism trips and scholarships.

Intern

Blue Sky Sports and Entertainment

- Led a team of interns with developing a new integrated marketing campaign focused on sports and youth, utilizing Twitter and Instagram as well as disseminating press releases across multiple media outlets to promote a new soccer program for teenagers.

Produce Clerk

Star Market

- Supervised fellow employees in the absence of a manager due to knowledge of store and positive interpersonal relationships with co-workers.

Food Truck Manager

XYZ Organization

- Assist employees by ensuring customer concerns and complaints are resolved in a timely manner while simultaneously managing two food trucks in Boston.

Tips for Success:

- Explore opportunities to develop your leadership skills through group projects and when participating in classroom discussions.
- Get involved with programs offered through the Office of Student Leadership and Community Engagement (OSLCE).
- Evaluate internship and volunteer opportunities that will help you to further develop your leadership skills.



Global/Multi-Cultural Fluency

Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.

Examples of strong action verbs:

Advised	Contributed	Examined	Organized	Reviewed
Analyzed	Coordinated	Guided	Participated	Revised
Attended	Counseled	Interacted	Partnered	Shared
Briefed	Delivered	Interviewed	Presented	Studied
Coached	Developed	Investigated	Produced	Solved
Collaborated	Educated	Involved	Promoted	Supported
Communicated	Engaged	Joined	Provided	Summarized
Conducted	Evaluated	Learned	Researched	Wrote

Examples of strong bullet points:

Participant

Academic Summer Program

- Participated in group events promoting cultural sensitivity, religious tolerance, and language appreciation for students.

Intern

Boston Children's Hospital

- Demonstrated cultural competency by ensuring non-English speaking patients received timely follow-up care by making sure that interpreting service was contacted and arranged in a prompt manner for each patient.

Special Course Project

- Engaged diverse community members in dialogue regarding community resources and unmet needs as well as discussed strategies to best meet those needs.

Retail Manager

XYZ Organization

- Engaged customers of diverse backgrounds ensuring that each client received the best customer service regardless of language when assisting clients with needs around the store.

Tips for Success:

- Participate in programming on campus and in the community to learn about different cultures.
- Engage your classmates in discussion – learn about their backgrounds and diverse experiences.
- Take courses that deepen your global/multi-cultural fluency and highlight related projects or experiences on your resume as applicable when applying to positions.



Career Management

Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the desired position and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and pursues opportunities, and knows how to self-advocate for opportunities in the workplace.

Examples of strong action verbs:

Achieved	Delegated	Generated	Joined	Performed
Administered	Developed	Handled	Launched	Planned
Advanced	Directed	Hosted	Led	Prioritized
Attained	Earned	Implemented	Managed	Produced
Attended	Enhanced	Improved	Navigated	Scheduled
Built	Established	Incorporated	Organized	Selected
Completed	Evaluated	Increased	Oversaw	Strengthened
Coordinated	Expanded	Initiated	Participated	Worked

Examples of strong bullet points:

Participant

Sophomore Experience Program

- Participated in job shadowing program, gaining a deeper understanding of the advertising industry and the role of a copywriter.

Member

Psychology Club

- Attended a speaker series focused on community psychology and networked with professionals providing direct service to at-risk teenagers.

Advertising Intern

Hill Holliday

- Gained exposure to multiple departments through attending weekly seminars and participated in mock exercises, developing professional skills at a top advertising agency.

Honors Project and Poster Presentation

University of Massachusetts Boston

- Expanded professional knowledge of community resources to help at-risk families facing poverty.
- Presented a poster to faculty, staff, and students highlighting a yearlong study of adults who participated in community-based programming focused on building skills for the workplace.

Tips for Success:

- Participate in programs that will help you further explore careers and navigate your career development process.
- Highlight your accomplishments, be confident when communicating with employers.
- Meet with a Career Specialist to develop your career plan and learn what you can do with your major as well as prepare for informational interviews, career fairs, networking events, job interviews, and more!

Resume Examples

After reviewing how to incorporate key career readiness competencies into your resume, it is important to think about the overall look of your resume and your additional content. Feel free to reference the resume examples on the following pages as a guide when creating and developing your resume. **Please do not copy the action statements and use them as your own.** When developing your resume, use your own words and writing style as this is an example of your written communication skills.

Resume Basics:

- Open up a blank Word document to get started—DO NOT USE A TEMPLATE
- Use a common, clear typeface (i.e. Times New Roman or Arial)
- Use a font size of 10 to 12 points (based on font type)
- Avoid overuse of fancy font treatments, such as italics, underlining or shadows
- Use boldface sparingly and preferably **not** on key words
- Do not condense spacing between letters
- Use horizontal lines sparingly and avoid graphics and boxes
- Avoid a two-column format
- Keep margins of at least 1/2" (.5) on each side
- Place your name alone on the first line
- If applicable, include a summary of qualifications, full of keywords (be concrete with examples)
- Include the year your degree was completed - do not include the year you entered college or the span of time you worked on your degree at UMass Boston
- Do not use abbreviations (Exceptions include G.P.A. for Grade Point Average and MA for Massachusetts)

Key Tips:

- Personalize your resume, tailoring your objective, bullet points (also known as action statements), and overall content to each position
- Evaluate the best layout for the industry and position you are applying to in your process
 - A science focused resume may start off with lab and/or technical skills whereas a liberal arts resume may start off with a summary of qualifications section.
- Highlight your direct and transferable experience in the classroom through listing related courses and/or special projects (as applicable)
 - Many of the career readiness competencies are developed in your UMass Boston courses
- Developing effective action statements for your resume by using the PAR Approach:
 - **P** – Was there a problem you needed to resolve or was there a situation that needed your attention?
 - **A** – What action(s) did you take to resolve the problem or approach the situation?
 - **R** – What was the result?
- Continually look for ways to expand your resume
 - Participate in an internship and other experiential learning opportunities
 - Join a student organization or club on campus
 - Volunteer with a local organization that matches your interests
 - Evaluate adding a minor or program of study
 - Explore professional organizations as you explore careers (many have student rates)

YOUR NAME

100 Morrissey Blvd. ▪ Boston, MA 02125 ▪ Phone Number ▪ Email Address

Include 1 address, 1 phone number and 1 professional e-mail address

Summary of Qualifications:

- Strong writing, editing, proofreading and verbal communication skills
- In-depth experience conducting research
- Ability to edit content following AP Style standards
- Strong organizational skills with an ability to successfully prioritize and multitask in a fast-paced environment
- Experience working independently on multiple projects and deadlines concurrently
- Advanced understanding of language and rules of grammar, punctuation, and the technical aspects of writing

This section describes skills and abilities that relate to the position you are interested in

Education:

University of Massachusetts Boston, Boston, MA
Bachelor of Arts in English, Expected May 2022 GPA: 3.4
Dean's List: Fall 2017, Spring 2019

List Degree, Major, and Expected Graduation Date (Month, Year) & GPA if above 3.0

Experience related to your field of interest

For each experience include 4 items: **Title/Role, Employer/Organization, Location** (City, State), & **Dates** (Month, Year)

Related Experience:

Writer

9/2018-Present

The Mass Media, University of Massachusetts Boston, Boston, MA

- Use the format "**Action Verb + Responsibility + Result/Purpose**" to highlight **specific** responsibilities you've had
- Contribute articles focused on how politics in Washington effect the Boston community
- Write a three part series centered on college students' participation in the fall elections to increase voter turnout
- Assist in publicizing the newspaper to students on campus, helping to increase readership by 15%

Additional Experience:

Cashier

5/2019-Present

Super Store Boston, MA

- Use the format "**Action Verb + Responsibility + Result/Purpose**" to highlight **specific** responsibilities you've had
- Assisted customers in completing their transactions and compiled daily cash report
- Created and implemented new store closing policies, decreasing the time it took to close the store by 50%

Use 3-5 bullets points to describe each experience

Campus Involvement:

Historian, Delta Psi Sigma, University of Massachusetts Boston, 2019-Present

Member, Casa Latina, University of Massachusetts Boston, 2017-Present

Additional Skills:

Language Skills: Strong proficiency in Spanish; Intermediate conversational in French, Italian, and Portuguese

Computer Skills: Proficiency in Wordpress and Microsoft Office

Additional skills can include: computer, social media, language, technical, and/or laboratory skills

REMEMBER TO:

- ⇒ Keep your resume to one page (unless you have a compelling reason for two pages)
- ⇒ Make sure your resume is consistently formatted (ex: bullet points or dates align properly)
- ⇒ Proofread, proofread, proofread, make sure there are no grammar, spelling or punctuation errors

Your Name

105 Morrissey Blvd. ♦ Boston, MA 02125 ♦ Email Address ♦ Phone Number

Objective: Seeking a job as a direct care counselor, providing a safe and secure environment for adolescents struggling with substance abuse.

Created a tailored objective, highlighting the impact you will have on the role

Summary of Qualifications:

- Experience working with youth, ages 10-18, providing resources and support
- Knowledge of conflict and dispute resolution tactics with experience presenting coping methods
- Experience working in urban settings with cultural awareness
- Familiarity with group dynamics and team building exercises
- Ability to communicate effectively with parents, children, and agencies

This section is always tailored to the specific position (include keywords)

Education:

University of Massachusetts Boston, Boston, MA

Bachelor of Arts in Psychology, May 2020

GPA: 3.5, Dean's List: Fall 2018, Spring 2019

Courses should connect to the specific position. List upper level courses, including electives)

Related Courses:

Adolescent Psychology

Abnormal Psychology

Group Dynamics

Special Projects:

Substance Abuse & The Brain

Spring 2019

- Examined the psychobiological effects of abused substances commonly used by adolescents
- Conducted research and wrote a paper focused on street drugs and their interaction with the brain
- Developed....
- Wrote....

This type of section can highlight special projects in the classroom or community projects that will show your related skills, knowledge and experience, as it connects to the specific position you are applying to (this section, as well as your whole resume, should always be tailored)

Related Experience:

Volunteer Mentor

Fall 2018-Present

Home for Little Wanderers

Boston, MA

- Engage mentee on a weekly basis, creating opportunities to participate in community based activities
- Share resources related to developing strong peer relationships and succeeding in school
- Coordinated....
- Managed....

• Highlight your most relevant experience, as it connects to the position description (include keywords)
• Always start with an action verb and **avoid** first-person pronouns

Additional Experience:

Cashier

5/2015-Present

Super Store

Boston, MA

- Provided customer service through resolution of complaints and explanation of store policies
- Assisted customers in completing their transactions and compiled daily cash report
- Created and implemented new store closing policies, decreasing the time it took to close the store by 50%

Extracurricular Activities:

Member, Psi Chi, University of Massachusetts Boston, 2019-Present

Event Coordinator, Psychology Club, University of Massachusetts Boston, 2018-Present

Community Engagement:

Volunteer, Cradles to Crayons, Boston, MA, August 2017-Present

Skills: Fluent in Spanish, Intermediate in French; Proficient in Microsoft Office Suite

Your Name

12 Conjugation Ave., # 13 • Boston, MA 02215 • Email Address • Phone Number

Objective

Dependable and detail-oriented professional looking to shift area of expertise from electrical systems to computer programming and information technology. Actively seeking opportunities related to programming, application development, web development, back-end development, and/or mobile application development to build on knowledge and skills.

Education

University of Massachusetts Boston, Boston, MA

May 20XX

Bachelor of Science: Information Technology & Computer Science

Graduated with honors, GPA: 3.75

Relevant Coursework

Course 1

Course 2

Course 3

Technical Skills

- **Platforms:** Ubuntu, Ubuntu Server, Debian Linux, Windows 10
- **Languages:** Python, C, Bash, Perl, VB.NET, Javascript, HTML5
- **Skills:** Object-Oriented Programming, Scripting/Automation, Voice/SMS Applications, Linux/Unix Application Development, .NET Application Development, Linux Networking and Penetration Testing Tools, Algorithm Development
- **Web Technologies:** Flask Web Framework, Selenium Webdriver (testing, web-automation), REST API Development, Web-Application and Back-end Development,
- **Development Tools:** Pycharm, Sublime Text, Idle, Visual Studio, Console/Terminal

Related Course Project Experience

The following projects were implemented in Java, by using NetBeans IDE:

Huffman Coding Tree, University of Massachusetts Boston

Spring 2014

- Computed Huffman Coding Tree to encrypt and decrypt string messages; understood how Huffman coding works and the general idea how to compress a file (to decrease its weight).

Paper Soccer Game, personal project

12/2014

- Created an object oriented design, which helped to implement game.
- Developed a user interface to help participants interact with the game and understand the rules.
- Found the best strategy for computer to make a move.

Other Experience

University of Massachusetts IT Department

Boston, MA

Computer Lab Assistant

5/2016-Present

- Assisted students with programming and software questions in an efficient manner
- Supported Microsoft Office, Internet Explorer, and a variety of internally developed programs and tools

Memberships, Licensures, & Certifications

Beta Beta Beta Biological Honors Society, UMB, Boston, MA

8/20XX - Present

Member and Webmaster

- Communicate and organize information for webpage with officers and faculty sponsor
- Work with a team of student officers to coordinate community service activities and guest speakers

Languages

Fluent in Spanish and French

Community Involvement

Volunteer, Massachusetts General Hospital Registration Department, Boston, MA, 8/20XX – Present

Your Name

22 Conjugation Ave., # 13 • Boston, MA 02215 • Email Address • Phone Number

Objective: To obtain a microbiology-related internship that will utilize current knowledge of biomedical research to contribute to the development of new research tools with XYZ organization.

Education

University of Massachusetts Boston, Boston, MA
Bachelor of Science: Microbiology, May 20XX
GPA: 3.75, Dean's List: Fall 20XX-Spring 20XX

Relevant Coursework

Introductory Cell Biology and Genetics	General Chemistry I and II
Genetics	Calculus I
Medical Microbiology	Human Anatomy I

Technical and Lab Skills

- Experimental design
- Light microscopy
- Biochemical characterization of cells
- DNA extraction
- Genetic transformation
- Bacterial culture
- Bacterial species isolation from complex cultures
- Coliform bacteria and virus enumeration
- Titration
- Preparation of solutions (molarity calculation and pH measurements)

Research Experience

Research Title – Summer Multicultural Access to Research Program – University of Colorado

Supervisor: Dr. XXXX Summer 20XX

- Investigated how gonadotropin releasing hormone (GnRH) affects reproductive development with focus on role of neuropeptide, galanin, in mouse GnRH system

Research Title –Department of Biological Sciences Laboratory – University of Massachusetts

Supervisor: Dr. XXXX 9/20XX -5/20XX

- Worked independently on a project focusing on cell signal sequences which was integral to the overall research of the primary investigator

Other Experience

Colorado State University, Fort Collins, CO 8/20XX - Present

Laboratory Assistant in Mycobacterium Research Laboratory

- Assist in cloning DNA and isolation of *M. avium* and *M. avium* subs. *paratuberculosis*
- Maintain and organize up-to-date laboratory notebook
- Self-start and independently sustain ongoing laboratory projects

Memberships, Licensures, & Certifications

Member, Ronald E. McNair Post-Baccalaureate Achievement Program, UMB, Boston, MA 8/20XX - Present

Member and Webmaster, Beta Beta Beta Biological Honors Society, UMB, Boston, MA 9/20XX – Present

- Communicate and organize information for webpage with officers and faculty sponsor
- Work with a team of student officers to coordinate community service activities and guest speakers

Other Professional Skills and Languages

Computers: Proficient with Microsoft Word, Excel

Languages: Fluent in Spanish and French

Community Involvement

Volunteer, Massachusetts General Hospital Registration Department, Boston, MA, 8/20XX – Present

Your Name

1234 Dorchester Avenue, Dorchester, MA 02125
Email Address • Phone Number
(List your LinkedIn profile URL if it is ready for viewing.)

EDUCATION

University of Massachusetts Boston; Boston, MA (List Month/Year of graduation only)

Bachelor of Science in Management

Concentration in X

Cumulative GPA: 3.XX [List if GPA is greater than 3.0; can also list major GPA (all management courses) or concentration courses (only after all concentration courses have been taken)]

Honors/Awards/Scholarships: List all honors, awards and scholarships here including Dean's List.

- *Management Achievement Program:* Completed a UMass Boston exclusive professional development program comprised of a series of workshops, conferences and internships (*only list this if you are at 100% completion*)

Relevant Course Projects (Note: These are projects you might have done in your concentration classes.)

Project Name

- Use bullet points to write about what you did using the attached "Action Verb + Project + Result/Purpose = Impact Statement" model. List as many specific details as possible and use numbers if you can.

Relevant Courses: (List the titles only without course numbers)

EXPERIENCE (Can be separated into RELEVANT EXPERIENCE and ADDITIONAL EXPERIENCE)

Company Name; City, State

Month 20XX – Month 20XX

Your Title

- Use bullet points to write about what you did using the attached "Action Verb + Project + Result/Purpose = Impact Statement" model. List as many specific details as possible and use numbers if you can.
- List bullet points in order of significance, not necessarily what you did the most in your job (e.g. if you handled a big project, list that first, as opposed to listing your routine, every day activities).

(Repeat the above for each job you have held, listing them in reverse chronological order, starting with the most current.)

LEADERSHIP EXPERIENCE (Optional section)

Organization Name; City, State

Month 20XX – Month 20XX

Your Role or Title

- Use bullet points to write about what you did using the attached "Action Verb + Project + Result/Purpose = Impact Statement" model. List as many specific details as possible and use numbers if you can.

VOLUNTEER EXPERIENCE (Optional section)

Organization Name; City, State

Month 20XX – Month 20XX

- Use bullet points to write about what you did using the attached "Action Verb + Project + Result/Purpose = Impact Statement" model. List as many specific details as possible and use numbers if you can.

SKILLS

- *Computer:* Proficient in Microsoft Office: Excel, Word, PowerPoint, etc. and any other technical skills
- *Language:* List any languages you speak fluently or conversationally (do not list English if you are a US citizen)
- *Other:* Can list other skills here relevant to your career field, e.g. analytical, communication, customer service, etc.

ACTIVITIES/INTERESTS (Optional section)

List interesting activities/hobbies here (especially athletics) – shows the employer your other accomplishments and traits.

Your Name, R.N.

100 Morrissey Blvd. • Dorchester, MA 02139 • Phone Number • Email Address

OBJECTIVE

To obtain the Registered Nurse position with the UC Davis Health System's Residency Program, utilizing nursing skills acquired from CNA experience, clinical rotations on Dedication Education Units, and academic experiences to assist the Health System's mission in placing the persons and families served at the center of care.

EDUCATION

University of Massachusetts Boston, Boston, MA Expected Graduation Date: May 2015

Bachelor of Science in Nursing – GPA: 3.69

Awards & Honors: Beacon Undergraduate Student Leadership Award 2015

Dean's List (consecutive semesters Fall 2011- Spring 2015)

Member of Sigma Theta Tau

CERTIFICATIONS and PROFICIENCIES

Licenses: Registered Nurse – Massachusetts #123456789 August 2015

American Red Cross BLS Certified November 2016

Rape Crisis Counselor Certification August 2014

Languages: Fluent in Portuguese • Minimum Professional Proficiency in Spanish

Technology: Epic Documentation • Epic Hyperspace • Meditech 6.0 • Microsoft Office

CLINICAL EXPERIENCE

In-Patient Psych Unit, Beth Israel Deaconess Medical Center (170 Hours) | Synthesis & Capstone, Spring 2015

- Managed up to 6 acute psych clients with complex medical conditions
- Collaborated with nurse preceptor to revise and edit documents translated into Spanish

Pediatric Medical-Surgical Unit, Boston Medical Center (80 hours) | Nursing Care of Children, Fall 2014

- Managed clients with sickle cell anemia, DKA, RSV, asthma, NAS, FAS, Lesch-Nyhan Syndrome

Dorchester Head Start ABCD (80 hours) | Nursing in the Community Fall 2014

- Implemented the primary prevention model at an early childhood education program

Labor & Postpartum Floor, St. Elizabeth's Medical Center (80 hours) | Maternal-Newborn Nursing, Spring 2014

- Managed moderate-high risk pregnancies such as older adults, gestational diabetes, preeclampsia-eclampsia

Metro Boston Mental Health Units, Lemeul Shattuck Hospital (80 hours) | Mental Health Nursing, Spring 2014

- Managed patients with acute schizophrenia, drug addiction, PTSD and other mental illnesses

Urology/Orthopedic Unit, Massachusetts General Hospital (144 hours) | Medical-Surgical Nursing, Fall 2013

- Managed up to 2 post-op clients

SubAcute/Long Term Care Unit, Kindred Hospital (80 hours) | Fundamentals of Nursing, Spring 2013

- Skills include ADLs, vital signs, pain assessment, I/O monitoring

HEALTHCARE EXPERIENCE

Unit D2, Worcester Recovery Center and Hospital, Worcester, MA, September 2011 - Present

Mental Health Counselor

- Coordinated care with an interdisciplinary team on an adolescent psychiatric unit
- Provide therapeutic communication, redirection/reassurance, model behavior, safety checks, and SI assessment to all patients

VOLUNTEER EXPERIENCE

Hotline Counselor & Office Support, Boston Area Rape Crisis Center (BARCC), January 2013 – May 2014

Student Nurses' Association, UMass Boston, September-December 2015

Peer Mentor – Freshman Leadership Institute, UMass Boston September 2011– December 2015

Your Name, CNA

100 Morrissey Blvd. | Boston, MA, 02125 | Phone Number | Email Address

PROFESSIONAL SUMMARY

Personable and highly-energetic CNA with 2+ years' experience in med/surg, telemetry, and geriatric units. Highly skilled in assessing, implementing, and managing care plans in accordance to patient's healthcare needs. Recognized for ability to identify significant changes in patient status based on observation, intuition, and patient interaction. Knowledgeable in medication administration process, patient care documentation procedures, and healthcare software and terminology. Fluent in Portuguese & Spanish.

NURSING CORE COMPETENCIES

- Vital Signs & Patient Monitoring
- Medication Administration
- Electronic Health Records (EHRs)
- Triage Patient Assessment
- Patient/Family Education
- Phlebotomy
- Wound Care
- IV and IM Injection
- Pain Assessment and Management

EDUCATION

University of Massachusetts Boston, Boston, MA Expected Graduation August 2015

Bachelors in Science in Nursing

Awards: Dean's List – Fall 2014, Spring 2015

Bunker Hills Community College, Boston, MA May 2010

Associate Degree in Science: Medical Laboratory Technician Program

CERTIFICATIONS AND QUALIFICATIONS

Certified Nursing Assistant (CNA), Massachusetts May 2012

Basic Life Support (BLS), American Heart Association Expires 2014

Languages: Fluent in Portuguese and Spanish

CLINICAL ROTATION EXPERIENCE

Beth Israel Medical Center, In-Patient Psych Unit (170 Hours) | Nursing Synthesis & Capstone Spring 2015

Boston Medical Center, Pediatric Medical-Surgical Unit (80 Hours) | Nursing Care of Children Fall 2014

Dorchester Head Start ABCD (80 Hours), Nursing in the Community Fall 2014

St. Elizabeth's Medical Center, Labor & Postpartum Floor (80 Hours) | Maternal-Newborn Nursing Spring 2014

Lemeul Shattuck Hospital, Mental Health Unit (80 Hours) | Mental Health Nursing Spring 2014

Massachusetts General Hospital, Medical-Surgical Nursing (144 Hours) | Medical-Surgical Nursing Fall 2013

Kindred Hospital, SubAcute/Long Term Care Unit (80 Hours) | Fundamentals of Nursing Fall 2013

HEALTHCARE EXPERIENCE

Med/Surg, Telemetry, and Geriatric Psychiatrics Unit – Morton Hospital Taunton, MA

Certified Nursing Assistant September 2013 - Present

- Assist in delivery of personal care and respond to patient emergency calls
- Record patient history at the time of admission and administer all medicines as per prescription
- Prepare the patients for procedures and deliver wound care to post-surgical cases
- Record and report vitals, dispense and retrieve bedpans, and insert and remove urinary catheters

Windsor Street Health Center – Cambridge Health Alliance Cambridge, MA

Medical Laboratory Assistant December 2010 – July 2013

- Collected blood specimens from inpatients and outpatients for clinical analysis
- Examined blood patient types for ABO compatibility
- Organized bacterial plates for specimen processing

LEADERSHIP EXPERIENCE

Patient Satisfaction Committee, Morton Hospital, Taunton, MA September 2013 - Present

Membership Officer, Student Nurses Association, UMass Boston January 2014

VOLUNTEER EXPERIENCE

First Aid Volunteer, Walk for MS, Milton, MA (4 hours) May 2015

Hospice Volunteer, VNA Hospice Cares, Boston, MA (130 hours) June 2013 – Present

YOUR NAME

Street, Apt. | City, State, Zip Code | Phone Number | Email Address

EDUCATION

University of Massachusetts Boston, Boston, MA
Bachelor of Science Degree in Nursing, May 2019

Honors and Accomplishments:

- Member, Sigma Theta Tau International Honor Society of Nursing
- Secretary, Massachusetts Student Nurses Association
- Cumulative GPA: 3.81

Syracuse University, Syracuse, NY
Bachelor of Arts in Advertising and Political Science with honors

HEALTH CARE EXPERIENCE

Beth Israel Deaconess Medical Center, Boston MA (January 2004 – Present)

Patient Care Co-worker – Solid Organ Transplant Unit

- Provide supportive nursing care for eight patients per shift including assisting patients with ADLs, taking vital signs and reporting critical values to an RN, blood glucose tests, Foley catheter removals, and performing EKGs
- Participate in sterile dressing changes and Foley catheter insertions with RNs as needed
- Collaborated with the Clinical Nurse Educator to create a shift assignment sheet to improve efficiency and quality of patient care among nursing support staff

Wellspace, Inc., Cambridge, MA (December 2001 – December 2004)

Front Desk Team

- Managed client appointment schedule for an alternative and complementary health practice employing 25 practitioners
- Educated clients on treatment options including acupuncture, bodywork, chiropractic care, and naturopathy

CLINICAL EXPERIENCE

Capstone and Synthesis, Preceptorship, Brigham and Women's Hospital

- Worked under the supervision of a nurse preceptor on a urology and plastic surgery floor
- Performed independent assessments, documented care, and conducted patient teaching
- Used clinical knowledge and critical thinking to prioritize care for 2-3 patients per shift

Community Health Nursing, Hanover Middle School and Sharon Board of Health

Pediatric Nursing, Massachusetts General Hospital

Mental Health Nursing, McLean Hospital

Maternity and Women's Health Nursing, St. Elizabeth's Medical Center

Adult Health: Beth Israel Deaconess Medical Center

- Gained experience working on a medical/surgical floor
- Expanded and refined clinical nursing skills including assessment, medication administration, and documentation

Foundations of Nursing: Eastpointe Nursing Care Center

ADDITIONAL WORK EXPERIENCE

Media Planner/Buyer, Student Advantage, Inc., Boston, MA (April 2006 – December 2008)

- Established and developed a media planning and buying capability for the events and promotions division of a large college marketing firm
- Created and presented new business proposals for clients including Apple Computers and MTV

Media Planner, Allen & Gerritsen, Watertown, MA (November 2006 – April 2009)

- Managed strategic media planning and placement and development of media plans

VOLUNTEER WORK

Boston Medical Center, Emergency Department JCAHO preparation (June 2018 – July 2019)

Brigham and Women's Hospital, Patient Companion (June 2015 – August 2017)

Special Olympics Track & Field Team, Assistant Coach (January 2006 – April 2015)

Your Name

100 Morrissey Blvd. ♦ Boston, MA 02125 ♦ Email Address ♦ Phone Number

Summary of Qualifications:

- Experience instructing inner-city youth with an emphasis on providing universal instruction to reach all learning styles
- Strong communication skills with an ability to advocate for students and connect at-risk students with resources and support
- Ability to effectively communicate with parents through conferences, progress reports, and newsletters.
- Experience helping to implement Individualized Education Programs for students serving on teams helping each student to reach their potential

Education:

University of Massachusetts Boston, Boston, MA
Bachelor of Arts in English, Minor in Secondary Education, May 2019
GPA: 3.34, Dean's List: Fall 2018, Spring 2019

Teaching Certification

Massachusetts Initial Certification, English, 5-12, August 2019 (pending)

- _____ Test – Passed Month, Date, Year
- _____ Test – Registered to take Month, Date Year

Related Courses:

Designing Secondary Curriculum & Learning Strategies, Technology in Education, Inclusion K-12

Teaching Experience:

Student Teacher

John W. McCormack Middle School

Spring 2019

Dorchester, MA

- Developed lesson plans focused on sixth and seventh grade curriculum for Language Arts, including literature, composition, and reading and writing workshops
- Implemented weekly lessons teaching students logic as they complete readings and work on developing reports and essays
- Evaluated academic growth of students, preparing feedback for progress reports and student check-ins
- Encouraged students to express ideas and think independently, helping each student to develop their writing style

BELL Foundation

After School Program Assistant

9/2018-5/2019

Boston, MA

- Assisted Drama/Theatre Teacher with implementing hands-on lessons, immersing students in activities related to the creative arts
- Collaborated with teachers and prepared classroom for daily activities, including developing a space for students to create their own dramatic plays
- Empowered students to express their feelings and further develop social skills through pairing with a partner to develop a short skit

Extracurricular Activities

Member, Casa Latinx, University of Massachusetts Boston, Boston, MA, 11/2015-5/2019

Community Involvement:

Volunteer, Rosie's Place, Boston, MA, 9/2017-Present

Volunteer, Walk for Hunger, Boston, MA, 5/2016-Present

FUNCTIONAL RESUME EXAMPLE

Your Name

100 Morrissey Blvd. ♦ Boston, MA 02125 ♦ Email Address ♦ Phone Number

OBJECTIVE:

To obtain a position as a Community Relations Specialist, building strong relationships between Big Brothers Big Sisters of Massachusetts Bay and the community members of Boston.

SUMMARY OF QUALIFICATIONS:

In-depth experience with phone-based customer contact; strong organizational skills with experience planning and organizing large and small scale events; knowledge of current community programs offered through Big Brothers Big Sisters of Massachusetts Bay; experience developing and maintaining relationships with volunteers; proficient in Microsoft Office; fluent in Spanish

RELEVANT SKILLS AND EXPERIENCE:

Communication Skills

- Developed outreach letters, wrote monthly reports, and co-wrote a bi-monthly newsletter to inform employees of important office updates
- Communicated with over 300 clients on a daily basis via phone
- Created flyers to promote volunteer opportunities and communicated with local businesses to post flyers in storefronts
- Proofread and edited manuscripts and presentation materials
- Marketed weekly and monthly promotions to community members
- Trained new hires on policies and procedures

Organizational Skills

- Coordinated approximately 50 volunteers who worked directly with community members
- Managed five staff members with a strong focus on each staff member's growth and development
- Developed tracking system to monitor incoming calls in which the data gathered was used to hire more staff
- Organized logistics of the annual fundraising gala, which generates over one million dollars in donations

Community Outreach Experience

- Proactively made outbound calls and sent outreach material via email to recruit new volunteers
- Promoted upcoming community events by creating a bulletin board in the reception area
- Developed strong relationships with local businesses who would promote upcoming events
- Assisted in planning various events, including ones developed for community members, doctors, and nurses

EMPLOYMENT HISTORY:

Medical Coordinator, Dana-Farber Cancer Institute, Boston, MA, 2019-Present

Administrative Assistant II, Brigham and Women's Hospital, Boston, MA, 2017-2019

Cashier, Customer Service Representative, Shaw's, Boston, MA, 2015-2017

VOLUNTEER EXPERIENCE:

Big Sister, Big Brothers Big Sisters of Massachusetts Bay, Boston, MA, 2016-Present

Volunteer Coordinator, Bay Cove Human Services, Boston, MA, 2013-2017

EDUCATION:

University of Massachusetts Boston, Boston, MA

Bachelor of Arts in Sociology, 2017

Bunker Hill Community College, Boston, MA

Associates in Arts, Concentration in English, 2015

HYBRID RESUME EXAMPLE

Your Name

100 Morrissey Blvd. ♦ Boston, MA 02125 ♦ Email Address ♦ Phone Number

Objective: To obtain a position as a Community Relations Specialist, building strong relationships between Big Brothers Big Sisters of Massachusetts Bay and the community members of Boston.

Education:

University of Massachusetts Boston, Boston, MA
Bachelor of Arts in Sociology, 2017

Bunker Hill Community College, Boston, MA
Associates in Arts, Concentration in English, 2015

Related Community Outreach Experience:

Big Sister 2016-Present
Big Brothers Big Sisters of Massachusetts Bay Boston, MA

- Promote Big Sister program to potential volunteers
- Serve as a positive adult role model through engaging little sister in activities in the greater Boston community
- Provide encouragement, support and guidance to help foster little sister's growth

Volunteer Coordinator 2013-2017
Bay Cove Human Services Boston, MA

- Coordinated approximately 50 volunteers who worked directly with community members
- Proactively made outbound calls and sent outreach material via email to recruit new volunteers
- Developed strong relationships with local businesses who would promote upcoming events
- Created flyers to promote volunteer opportunities and communicated with local businesses to post flyers in storefronts

Communication/Organizational Experience:

Medical Coordinator 2019-Present
Dana-Farber Cancer Institute Boston, MA

- Develop outreach letters, wrote monthly reports, and co-wrote a bi-monthly newsletter to inform employees of important office updates
- Manage five staff members, with a strong focus on each staff member's growth and development
- Develop tracking system to monitor incoming calls in which the data gathered was used to hire more staff

Administrative Assistant II 2017-2019
Brigham and Women's Hospital Boston, MA

- Promoted upcoming community events by creating a bulletin board in the reception area
- Assisted in planning various events, including ones developed for community members, doctors, and nurses
- Organized logistics of the annual fundraising gala, which generates over one million dollars in donations
- Communicated with over 300 clients on a daily basis via phone
- Proofread and edited manuscripts and presentation materials

Cashier, Customer Service Representative 2015-2017
Shaw's Boston, MA

- Trained new hires on policies and procedures
- Marketed weekly and monthly promotions to community members

Skills: Fluent in Spanish; Proficient in Microsoft Office

Further Resources:

Additional resume resources can be found in [Handshake](#), in the Resources section (under the “Career Center” tab).

Resume Reviews:

The Office of Career Services and Internships offers drop-ins, individual 30 minute appointments, and resume quick check sessions. Drop-in hours will vary semester to semester. Please check our website or call our front desk at 617-287-5519 for the most up-to-date information on drop-ins.

To schedule an appointment, please log into [Handshake](#). Under the “Career Center” tab select “Appointments” and then select “Schedule A New Appointment.” You can then select your area of study and move forward with scheduling an appointment for a resume review.

You may also schedule an appointment by calling our front desk at 617-287-5519 or by stopping in our office, located on the 1st floor of the Campus Center, Suite 1300.

We look forward to working with you!



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