



Resume Toolkit

1) Getting Started

2) Sample Resumes

- a) *Josef Korbel* (1 page with narrative qualifications, relevant coursework, and undergrad experience)
- b) *Samuel L. Jackson* (1 page with bulleted qualifications and a community involvement section)
- c) *Marge Simpson* (2 pages)
- d) *John Doe* (federal resume style)

3) Active Verbs

Get Started on Your Resume

Resumes are dynamic documents that should clearly reflect your skills and experience as it relates to your desired future career. **Each resume should be tailored to fit a specific job or internship.** Look at the position description and ask yourself what is this employer looking for? Then highlight those relevant skills, knowledge and experience in your resume. For example, a resume submitted to a research analyst position should emphasize research, analytical and writing skills, while a resume submitted for a development position should emphasize grant-writing, communication, and other fundraising skills. Additionally, there are different styles you should adopt depending on the sector and location (international versus domestic). Remember, writing a resume is an art and is always a work in progress. Here are some tips to get started on a general resume!

Formatting:

- We **do not** recommend using a template. Typically, they do not include the sections appropriate for this field, and you will quickly become frustrated at having to edit a template to customize your resume for each application.
- Your name goes in the center at the top in a large-size font, with your location, email address, phone number, and LinkedIn (optional) in a smaller font on the line below. Inserting a border line below your letterhead block helps to distinguish it from the rest of the resume.
- Do not go below 11 pt. font for text size as it becomes very difficult to read.
- If you are just starting your career, you should be able to fit your resume on one page, although there are exceptions to this rule. If you have more experience, you may choose a two-page resume. If your resume is two pages, make sure you fill at least three-quarters of the 2nd page. Include your last name and the page number in the top right-hand corner of the second page.
- If your resume feels cluttered, it may help to insert border lines above each new section.
- Be sure to have another set of eyes look over your resume for spelling and grammar mistakes.

Resume Sections & Content:

Qualifications Profile (Or Summary of Qualifications)

- You can use bullet points (see Samuel L. Jackson sample) or narrative-style (Josef Korbel and Marge Simpson samples).
 - If bullet points: include 6-8 skills or characteristics you have that fit the position description such as “Grant writing” or “Statistical Analysis.”
 - If narrative style: highlight three to five skills or accomplishments listed elsewhere on your resume. For example, “3+ years of experience with planning fund-raising events for non-profits in the Denver area.”
- Since you are in school, in most cases we recommend putting this section before your work experience (Unless you have worked for many years or the job emphasizes experience over education).

Education

- For the Josef Korbel School Section:
 - Put your expected graduation date. It is not necessary to include the date range.
 - List Josef Korbel School before the University of Denver.
 - List Denver, CO for the location.
 - List your certificate, concentration and/or regional focus, if applicable.
 - You can include relevant coursework, and you should adjust this section to fit the knowledge and skills desired by the employer.
 - It is appropriate to list significant extracurricular activities you are engaged in through school.
- For your undergraduate and other educational experiences:
 - It is not necessary to put relevant coursework or all your extra-curricular activities.
 - Include a thesis or other significant research work if applicable

- Include any other significant skills learned or major leadership activity not covered in your graduate work.
- Include any language training, especially any done in the field, and study abroad experience.

Relevant Experience or Professional Experience

- By calling this section “Relevant Experience,” you can select which experiences you want to list without worrying about gaps. This also allows you to include volunteer work in this section, particularly if you have relevant, transferrable skills from this work.
- Those interested in the security field should consider calling this section “Professional Experience.”
- List items in reverse chronological order, beginning with the most recent.
- For each employer or volunteer experience, include city and state, or country, where the work was primarily performed, as well as the date range with months.
- Completed experiences should start with a past-tense verb. Ongoing experiences should have present-tense verbs.
- Bullet points should demonstrate knowledge and skills utilized, including quantification where possible. Utilize the STAR method when writing your bullets: Situation/Task, Action, Result. Bullet points should answer the following questions: What did I do? Who did it impact? How many times? What was the result?

A one page resume works well for internships and jobs in most sectors, and for those just starting out in the field.

JOSEF KORBEL

2201 S. Gaylord Street, Denver, CO 80208 • Josef.Korbel@du.edu • 303-871-4490

Qualifications Profile:

- Researched and wrote paper on success rates of sustainable economic development programs in various Latin American countries
- Worked on a year-long education development project while living in a remote village in Jordan
- Speak, write and read Spanish fluently; read and write basic Arabic and speak intermediate Arabic
- Knowledge of computer software programs, including Microsoft Office

Phrases work well here when you have more soft skills, or need to provide more context.

Education:

Josef Korbel School of International Studies, University of Denver

Master of Arts Candidate in International Development

Denver, CO

Expected June 2020

- Certificate in Humanitarian Assistance
- Concentration in International Security
- Relevant Coursework: *Economic Development; International Development in Cross-Cultural Perspective; International Project Analysis*

You may choose to highlight 3-5 courses that help demonstrate you have skills/knowledge not immediately evident from your experience.

University of Colorado, Boulder

Bachelor of Arts in Economics

Boulder, CO

May 2017

- Minor in Political Science
- Studied abroad in Lima, Peru January-May 2015
- President, CU Boulder Green Party September 2016-May 2017

An optional way to highlight a study abroad experience, thesis, or other significant activity from undergrad.

Relevant Experience:

FHI 360

Program Assistant

Relevant Experience is an appropriate category heading when you want to highlight your most relevant positions and exclude others.

Jaber, Jordan

July 2017 – June 2019

- Researched and wrote the first draft of a policy plan to implement a new primary school curriculum
- Liaised between members of the community and the program team to adapt the new curriculum to appropriately meet the needs of the local population
- Compiled and analyzed quantitative data to evaluate student test scores following the implementation of the new curriculum

Concluded experiences should have past-tense active verbs. For each bullet, include results - For whom did I do this work? Why was it important?

Department of Economics, University of Colorado, Boulder

Student Assistant

Boulder, CO

September 2016-May 2017

- Assisted in planning of a two-day academic conference attended by over 200 scholars
- Answered prospective and incoming student inquiries regarding academic requirements of the economics B.A., M.A. and Ph.D. degrees
- Performed general administrative duties

If possible, quantify with numbers and/or financial impact of your work.

United States Agency for International Development

Volunteer Student Intern, Bureau for Legislative and Public Affairs

Washington, DC

June 2016-August 2016

- Researched and wrote over a dozen press releases about various USAID projects in Latin America
- Tracked and compiled daily press coverage of USAID projects in Latin American, Spanish-language media
- Wrote a profile of a Bolivian village that received a new, state-of-the-art hospital through a USAID grant

Intercambio de Comunidades

Volunteer

Longmont, CO

October 2013-April 2015

- Taught English to adult-age classes ranging in size from ten to twenty students
- Assisted in planning of over fifteen intercultural and fundraising events, including a barbecue that raised \$6,000 for the organization

Samuel L. Jackson

samuelljackson@gmail.com • Hollywood, CO 90210 • (303) 867-5309

This resume does not include a street address, which is perfectly fine for many resumes.

SUMMARY OF QUALIFICATIONS

- Analyzing statistical data
- Grant management
- Writing quarter and annual grant reports
- Budget management
- Project management
- Project evaluation
- Event planning
- Intermediate Spanish (written and spoken)

Shorter bullets work well if you want to demonstrate a number of hard skills.

EDUCATION

Josef Korbel School of International Studies, University of Denver

June 2018

Master of Arts: International Administration

Concentration: Conflict Resolution

University of Omaha

December 2013

Bachelor of Arts: Psychology

Minor: International Studies

Study abroad in the Czech Republic

March 2012 - June 2012

PROFESSIONAL EXPERIENCE

Y.O.U. Youth Services

Omaha, NE

Foster Care Family Specialist

February 2016 - August 2016

- Managed and assessed 40-50 cases for children in foster care system and implemented appropriate services to ensure the safety and well-being for minors.
- Coordinated child services with Nebraska Health and Human Services and their community providers to ensure consistent services and communications

Project Manager - Health and Refugee Outreach

February 2015 - February 2016

- Managed federal grant budget of \$10,000 for health
- Wrote grant reports for health projects targeting refugees in the Omaha area in order to increase funding for immunization, promotion, and outreach.
- Coordinated health fairs, elementary school physicals and health screenings for community.
- Developed marketing materials and improved participation in program services by seventeen percent.

Tracker

September 2014 - February 2015

- Managed 50 cases of juvenile offenders to provide support to prevent recidivism.
- Assessed and evaluated clients to determine appropriate level of service needs.
- Analyzed behavioral and psychometric assessment results for drafting and implementation of service plans.

Krendle & Krendle

Lincoln, NE

Legal Office Assistant

January 2013 to May 2014

- Organized project documents completed by firm's attorneys to ensure proper record keeping for future legal cases.
- Delivered legal documents to state and federal offices both the firm and district attorneys could better communicate.

COMMUNITY INVOLVEMENT

- International Administration Student Association (IASA)*
- Y.O.U. Youth Advisory Board*
- Assistant Varsity Lacrosse Coach*
- Campus Red Cross*
- America Reads Tutor*

An optional section like this is useful if you have a number of short-term volunteer experiences. If a volunteer activity is long-term and demonstrates relevant skills, then it can be included as experience.

2016-present
2014
2013-2014
2012-2013
2011-2012

If you have more years of relevant experience, significant research, and/or involvement in the field, a 2 page resume is appropriate for many positions. You should fill up at least three-quarters of the 2nd page.

Marge Simpson

1492 Columbus Way, Denver, CO 80211 Tel: 303.867.5309
Email: msimpson@gmail.com linkedin.com/in/margesimpson

Including your LinkedIn profile is optional. If you do, make sure it's good!

SUMMARY OF QUALIFICATIONS

- Project management, multi-tasking and problem solving demonstrated by coordinating multiple departments
- Skilled in critical academic research and inquiry related professional research
- Proven verbal, intercultural, and written communication skills through international work experience
- Intermediate skills in Excel and MS Office skills demonstrated by creating reports, presentations and analyzing data

Phrases work well here when you have more soft skills, or need to provide more context.

EDUCATION

- Josef Korbel School of International Studies, University of Denver, Denver, CO **Expected June 2019**
M.A. Candidate, International Studies
Concentration: Security and Development
- University of Iowa, Iowa City, IA **May 2017**
Completed graduate coursework in International Relations
- University of Colorado, Boulder, CO **May 2014**
B.A. Political Science; Minor, History

PROFESSIONAL EXPERIENCE

- Women for Women International, Moscow, Russia** **June 2018 – August 2018**
Intern
- Led group English lessons for 22 staff members twice daily and individual lessons by appointment
 - Designed language curriculum for students who plan to learn English as an additional language.
 - Edited the English translation of the organization's employee rulebook to ensure grammar was correct
 - Participated in field visits resulting in the enrollment of 10 new women into the program
- University of Iowa, Department of Political Science and International Relations, Des Moines, IA** **August 2015 – May 2016**
Graduate Teaching Assistant
- Conducted individual consultations with average of 2 students per week to answer questions and help them with writing skills
 - Presented two-part lecture on structure and history of the European Union for European Governments course
 - led discussion on political implications of US military strategy in Vietnam war for World Politics course
 - Edited and graded research papers averaging 20 pages for 25 students
 - Helped prepare and grade midterm and final exams for total of 85 students over one year
- Barnes & Noble, Denver, CO** **August 2014 – July 2015**
Coordinator of Business & Education Department and Internet Store
- Headed the general redevelopment of the Business and Education Department, leading a team of nine employees across three stores resulting in a 20 percent increase in departmental business
 - Coordinated and processed specialty orders of \$10,000 - \$20,000 with clients, store management and publisher
 - Conducted training sessions on processing Business and Education departmental orders as well as Internet Store orders for departmental employees as well as general store managers

A small header should go at the top of page 2.

Barnes & Noble, Denver, CO (continued)
Business and Education Accounts Representative

If a single experience must go over the page break, do a (continued) heading.

June 2014- August 2014

- Researched and processed to completion bulk and/or specialty orders ranging on average from \$500-\$10,000, for corporate, school, and non-profit clients

Center for Human Enrichment Tutoring, University of Colorado, Boulder, CO
Assistant to the Facilitator

August 2012 – May 2013

- Compiled and organized fifty page federal report of tutoring services for stakeholders to better understand the services the center provided
- Prepared schedules for 20 tutors, catalogues of courses for which tutoring was available, and training sessions
- Data entry recording tutor evaluations, tutoring appointments, and creating new client files

Tutoring Center Assistant

May 2012 – August 2012

- Scheduled and checked students in for tutoring appointments
- Clerical duties – filing, mailings, copying, and data entry

Denver Congressional Office of Diana DeGette, Denver, CO
Intern

June 2011– August 2011

- Assisted with four public relations events and campaign activities to raise support for Congresswoman DeGette
- Handled average of 10 constituent phone calls per week and completed 5 letters to constituents to ensure their concerns were understood and documented
- Clerical duties – mailings, faxes, ordering supplies, and data entry

A volunteer experience section is an option if you have a lot and want to separate it from your professional work.

VOLUNTEER EXPERIENCE

Colorado Refugee ESL Program ESL Tutor

September 2017 – present

- Provided regular one-on-one English lessons to a refugee in Denver community.

Rocky Mountain Survivor Center (RMSC) Volunteer

March 2017 – June 2017

- Compiled research to create a country profile of Palestine, which would assist the work and broaden the knowledge base of caseworkers, therapists, and lawyers of RMSC's clients.

Denver Peace and Justice Committee (DJPC) Volunteer

June 2014– May 2015

- Designed lesson plan on Alice Paul and conducted research on Shirin Ebadi for DJPC's Global Solutions to Violence Education Program; helped write grant to raise funds for the Global Solutions to Violence Outreach Program; mass mailings.

SCHOLASTIC ACHIEVEMENTS, AWARDS, AND HONORS

Presented collaborative research entitled, "Co-Opting Radicalism: Islam and Democracy"
 at Northeastern International Studies Association Conference, Boston, MA

November 2017

Recipient of University of Denver Academic Scholarship

2017-2019

Internship Award, Paterson International Internship Fund, University of Denver

2018

Recipient of University of Iowa Graduate Assistance Fellowship

2016-2017

Completed and published Honors thesis: *The World View of Renaissance Florence: Art, Ideology and Social Structure*

April 2014

Completed intensive German language course at University of Oldenburg, Oldenburg, Germany

July 2013-August 2013

Study Abroad: Studied Early Italian Renaissance art in Tuscan region of Italy

May 2012 - June 2012

Nominated and accepted for participation at the 44th Air Force Assembly in Colorado Springs

February 2012

Member of Golden Key Honor Society

October 2011 – present

This section is an option if you have awards that you want to highlight. You may also consider having an Additional Skills and Languages section to highlight technical skills and languages not included in your Qualifications Profile.

This is a FEDERAL resume, which has a very different style, and should generally be used for applying to jobs and internships with the federal government.

John Doe

5555 E. Somewhere Street, Unit 55 ▪ Denver, CO 80222 | Phone: 303.555.5555 | john.doe@du.edu

Veterans Preference: None

Highest Federal Grade: GS-9 (equivalent HACU Federal Intern)

Citizenship: U.S.A.

Qualifications Profile:

- U.S. DOJ/FBI Top Secret Security Clearance, Status: Active
- FBI Overseas Survival and Awareness Training (OSAT), Test passed with a 93% Score
- Excellent verbal and written communication skills
- In-depth understanding of open-source information and standard journalistic practices

Be sure to include applicable details such as Veterans Preference, security clearance, relevant trainings and certifications.

Education:

University of Denver, Josef Korbel School of International Studies

09/2017 – Present

2200 S. Gaylord Street ▪ Denver, CO 80280
 Master of Arts in International Security
 Concentration: Intelligence
 Certificate: Homeland Security
 Regional Focus: Middle East / U.S. Studies
 Language Component: Arabic (5 credit hours completed)

Colorado State University – Pueblo

09/2013 – 05/2017

2200 Bonforte Blvd. ▪ Pueblo, CO 81001
 Bachelor of Science in Mass Communications
 Emphasis Areas: Public Relations and Marketing
 Minors: Leadership Studies and Political Science
 Scholastic Honors: Magna Cum Laude

Experience:

Federal Bureau of Investigation (FBI), United States Department of Justice

06/2017 – Present

Byron G. Rogers Federal Building ▪ 1961 Stout Street ▪ Denver, CO 80294
 Field Based Intern ▪ Cyber Squad 13 ▪ Pay rate: \$14.00 per hr ▪ 20 hrs per week

Duties:

- Collaborate on various “Secret//NOFORN/FISA,” “Secret//NOFORN” and “Sensitive but Unclassified” projects supporting cyber investigations
- Participate in an FBI SWAT and Evidence Response Team field training exercise
- Coordinate with other members of the U.S. Intelligence Community providing investigative leads
- Search and analyze government and private databases assisting in investigations

Training Completed:

- FBI Firearms and Fit Test Training
- FBI Overseas Survival and Awareness Training (OSAT)
- SENTINEL Training for General Users (FBI’s new Automated Case Support user-interface)

Josef Korbel School Office of Career and Professional Development

06/2017 – Present

2200 S. Gaylord Street ▪ Denver, CO 80280 ▪ Pay rate: \$14.00 per hr ▪ 15 hrs per week
 Graduate Assistant

Duties:

- Maintain and update the Career Center student information database
- Compile and compose reports on student employment and internship data
- Arrange for logistical needs for various Career Center events

David L. Williams Private Investigations (DLW)

03/2015 – 06/2015

150 E. 10 Avenue ▪ Denver, CO 80203 ▪ Pay rate: \$13.00 per hr ▪ 20 hrs per week
 Investigative Assistant and Runner

Duties:

- Researched and requested information relevant to DLW investigations from various state and municipal sources
- Maintained open case files and closed cases as appropriate
- Arranged interviews with “persons of interest” to DLW investigations
- Compiled discovery packets for clients and assisted in document examination

On a federal resume, the employer address, pay rate, and hours per week are documented.

Historic Arkansas Riverwalk of Pueblo (HARP)

200 W. 1st Street, Suite 312 ▪ Pueblo, CO 81003 ▪ Pay rate: \$10.00 per hr ▪ 15 hrs per week
 Interim Director of Marketing and Special Events 09/2014 – 01/2015

Duties:

- Designed and distributed all promotional and advertising material
- Oversaw all aspects of special events on the Riverwalk including: logistical issues, entertainment/talent, secured municipal licenses and permits, and arranged for road closures
- Managed a \$150,000.00 marketing budget and allocated the budget accordingly
- Represented the Riverwalk at community committees, tourism expos and other official functions

Development Assistant (HARP Foundation) 07/2014 – 09/2014

Duties:

- Researched and assisted with writing grant proposals and grant reporting, including the collaboration on a proposal presentation team for a \$1 million EDA grant which was awarded to the Riverwalk
- Presented to potential donors and foundations
- Managed various donor databases
- Created the HARP Foundation Newsletter

Puget Sound Health Care System, United States Department of Veteran Affairs 06/2013 – 09/2014

1660 Columbian Way ▪ Seattle, WA 98108 ▪ Pay rate: \$10.00 per hr ▪ 20 hrs per week

Public Affairs Office/Primary and Specialty Care Medicine Intern

Duties:

- Coordinated a national level Town Hall Meeting for a five state region (approximately 200 in attendance)
- Wrote, edited and designed patient information materials, press releases and professional correspondence
- Developed a case statement and \$800,000.00 fundraising campaign for the Fisher House project
- Evaluated website content and developed an organizational plan for a new Brachytherapy website

Colorado Springs World Arena and Ice Hall 10/2012 – 05/2013

3185 Venetucci Boulevard ▪ Colorado Springs, CO 80906 ▪ Pay rate: \$10.00 per hr ▪ 20 hrs per week

Public Affairs Intern

Duties:

- Supervised marketing efforts resulting in a successful international figure skating event
- Wrote and distributed press releases reaching 75 nation-wide newspapers
- Arranged interviews between talent and local media
- Wrote content for event programs and coordinated with professional design teams making layout decisions

Skills:

Computer Skills

Software:

- Adobe Creative Suite (Photoshop, InDesign, Illustrator, Acrobat and Dreamweaver)
- Macromedia Flash MX
- Web Pilot (U.S. Government Website Development Software)
- FBI Net (Sentinel/ACS)

This skills section is more technical and detailed than the qualifications profile. Consider sub-headings to organize your skills.

Programming Languages:

- HTML
- Java Script
- WS FTP (Windows File Transfer Protocol)
- SQL (Basic level)

Honors & Activities:

A federal resume typically includes much more detail about honors and activities than a standard resume.

- Capps Capozzolo Award for Excellence (2014)
- Mass Communications Benji Award - Most Outstanding Graduating Senior in Public Relations (2014)
- Who's Who Among American Colleges and Universities (2014)
- El Pomar Scholars Program Delegate (2013/2014)
- President's Leadership Program Scholar (2010 – 2014)
- El Pomar Leadership Scholar (2010 – 2014)
- Hispanic Association of Colleges and Universities (HACU) Certificate of Merit (2013)
- Virginia E. Ullmann Award Scholarship (2012/2013)
- College of Humanities & Social Sciences Dean's List (all 8 semesters enrolled)
- President's Leadership Program Certificate of Achievement (2011/2012)
- United States Army National Scholar Athlete Award (2010)

Interests:

Rock climbing, soccer, running, lacrosse, swimming, hiking, mountain biking, web design, graphic art/design, snow skiing, water skiing, camping, jet skiing, snowshoeing, mentoring youth, reading, and drawing

Action Verb List

Each bullet point should start with a verb like this!

Accomplished	Determined	Obtained
Achieved	Developed	Organized
Administered	Devised	Oversaw
Advised	Directed	Participated
Analyzed	Discovered	Performed
Appraised	Edited	Persuaded
Arbitrated	Eliminated	Piloted
Arranged	Ensured	Prepared
Assessed	Equipped	Presented
Assisted	Established	Produced
Audited	Evaluated	Programmed
Bought	Examined	Projected
Briefed	Expanded	Promoted
Brought	Financed	Publicized
Budgeted	Forecasted	Purchased
Built	Formulated	Qualified
Calculated	Founded	Questioned
Changed	Generated	Raised Profits
Chaired	Governed	Recommended
Collected	Graded	Recorded
Communicated	Guided	Reduced
Completed	Handled	Researched
Conceptualized	Hypothesized	Reviewed
Conducted	Implemented	Selected
Consolidated	Improved	Solved
Constructed	Initiated	Specified
Controlled	Instituted	Structured
Coordinated	Introduced	Summarized
Counseled	Investigated	Supervised
Created	Maintained	Systematized
Critiqued	Managed	Tested
Delivered	Modified	Trained
Demonstrated	Monitored	Translated
Designed	Negotiated	Wrote
	Observed	