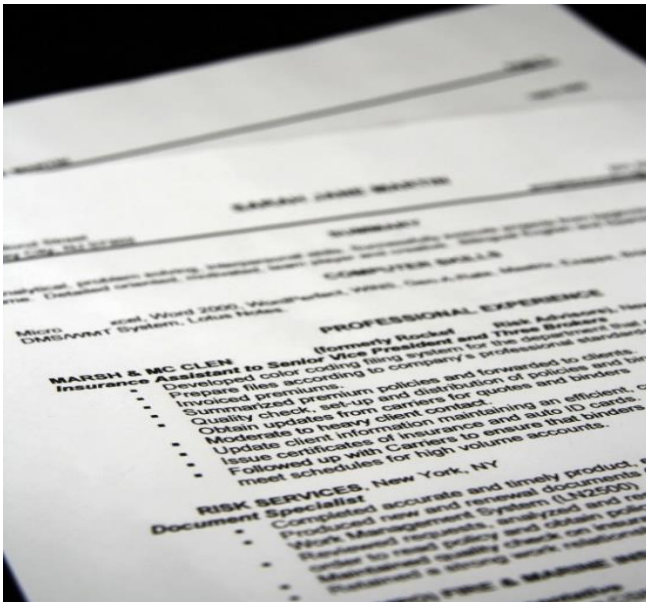




Student Résumé Guide



This packet serves as a starting point for creating or improving your résumé. It includes sample résumés, as well as best practices and helpful resources for developing a successful document.

The UHD Career Coaches are available by appointment to assist you with creating and/or improving your résumé. Schedule a coaching session today by calling the Career Development Center at (713) 221-8980 or email us at uhdcareer@uhd.edu.

Contents

I.	Résumé Purpose and Best Practices	Page 3
II.	Key Elements of a Successful Résumé	Page 4
	This section is intended to guide you in creating your résumé by outlining important types of information to include and tips for doing so in a professional and persuasive manner.	
III.	Skills Employers Want	Page 6
	Regardless of your major or work experience, 21 st Century skills are those skills employers look for in a new hire.	
IV.	How to Identify the Skills YOU Have	Page 7
	When you are seeking to transition from one job to another, look for skills you used in the past that you would also use in the job for which you are applying. These are called transferable skills. Also, think about unique industry specific skills you have.	
V.	Action Verbs: How to Describe Your Experience	Page 8
	Strong action verbs are the types of verbs that you want to include in your résumé. A sampling of action verbs is also included on this page. Be sure to use strong action verbs to begin each of your bulleted statements.	
VI.	Putting It All Together: Key Element Examples	Page 10
	Here are examples of how to format key elements of your résumé to look professional and be easy to read.	
VII.	Chronological Résumé Samples	Pages 13
	In this most commonly accepted résumé format, job titles and employers are emphasized, starting with your most recent experiences to illustrate a progressive work history. Your skills and accomplishments are described through bulleted statements under each position. This type is most often preferred by employers because it is easy to scan, highlights job titles, employers, and dates, and clearly ties candidates' skills and accomplishments to their work histories. THESE ARE ONLY SAMPLES and ARE NOT MEANT TO BE COPIED.	

I. Résumé Purpose and Best Practices

The purpose of a résumé is to quickly market yourself to employers and convince them to invite you for an interview. It is a marketing tool - not a work history or laundry list of duties. Hiring managers only take seconds to scan a résumé – you have 6 seconds to make an impression!

Stand out from the crowd with high quality content and a clearly written, error-free résumé. Organize the information from most important to least important with regard to a specific job description. When constructing bullet points, aim to highlight accomplishments that represent the skills you have that those employers are seeking.

- **Be Accomplishment-Orientated:** Employers hire you for your skills and want to read about times when you have successfully utilized the skills they are seeking. Describe achievements, quantify outcomes whenever possible, and be sure to highlight your proficiency in both technical (industry or job function-specific) and specific skills employers want (hint: look at job description).
- **Customize to your Audience:** Each résumé you create is customized for the particular job.
- **Length:** With a few rare exceptions, when applying for internships or entry-level jobs, keep your résumé to 1 page. If you have difficulty narrowing down your résumé, consider removing elements that are not closely related to the opportunities for which you are applying. If you have sufficient **relevant** information to warrant continuing on to a second page is acceptable.
- **Margins:** Make your résumé visually attractive. Use some space to allow the reader’s eye to rest. Use .5 inch to 1 inch margins.
- **Font:** Use an 11-12 point font size that is easy to read. Times New Roman, Calibri and Arial are good choices.
- **Consistency:** Keep formatting consistent throughout your résumé. For example, if you choose to bold a job title, make sure you bold every job title. Also, make sure that all of your bullet points, section headers, dates, etc. line up neatly on the page.
- **Accuracy:** Your résumé, and all other job search materials, must be 100% error free. Be sure to carefully read through your résumé, checking grammar, spelling, and punctuation. It is a good idea to have at least 2-3 people proofread it.
- **Use Action Verbs:** Begin each bullet point with an action verb that describes the skill in that bulleted accomplishment. This allows a potential employer to easily scan your résumé for what s/he is seeking.
- **Make it Clear and Succinct:** Eliminate the pronoun “I” from your résumé. Phrases such as “My duties included...” and “My responsibilities were...” are not appropriate.
- **Overall Appearance:** Ask yourself – is my résumé easy to read and professional? Because the average recruiter may scan your résumé for 6 seconds, your most important information must stand out.
- **“Beware the Bots”:** Most companies use Applicant Tracking Software (ATS) to screen résumés. Customize your résumé around each job description. Include verb phrases and skills written in the job description on your résumé as they are the same keywords and phrases the hiring manager has programmed the ATS to pick up—“project manager,” or “Final Cut Pro,” for example.
- **References:** Do not belong on a résumé. Have a list of references on a separate sheet and ready to provide if asked. **Contact the Career Development Center for a Reference List sample.**

II. Key Elements of a Successful Résumé

Overall, make sure your résumé is easy to read. What does this mean?

- Be concise; strive for that delicate balance between being too brief and too wordy
- Create your own résumé structure; templates are difficult to update/modify
- Keep it simple: tables, colors, multiple fonts, and pictures are discouraged for various reasons
- Be professional: Show employers you know how to properly format a résumé (see below)

LETTERHEAD: Your heading must be at the top of your résumé and include all contact information, such as: first and last name, street address, city, state, and zip code, phone number (with professional voice message), professional email address, and hyperlink to your LinkedIn profile (if applicable).

EDUCATION: Your education section must include the institution and its location (city, state), degree, and (expected) graduation date. If you transferred to UHD, list UHD first and the school from which you transferred below it. If you received a degree from the first school, list that degree and the date you received it. As for UHD, list the full name of the school and include the full name of your expected degree along with any minors and concentrations. Also include relevant certifications/licenses and formal training (i.e. military, OSHA, HIPPA). **Under each school, include** your GPA if it is 3.0 or higher. Other possible information to include: study abroad, relevant coursework, academic awards, student organization memberships and honors.

EXPERIENCE: Options include one large experience section (with positions listed in reverse chronological order) or multiple sections titled to highlight more relevant experience by placing it towards to the top of your résumé (for example, sections titled “Relevant Projects”, “Relevant Experience”, “Teaching Experience”, “Healthcare Experience”, “Research Experience”, “Communications Experience” etc., followed by a separate section titled “Additional Experience” or “Other Experience”).

Under each section list positions in reverse chronological order. The first line of each job description must include the employer’s name and location; the second line must include your position title and the dates you held that position. Under your position title, use bullet points to describe skills and knowledge you demonstrated in that position. There is an art to writing a strong bullet point. To begin with, follow PAR (Project-Action-Result).

Project: Identify a Project you handled. Highlight projects and skills valued by employers you are targeting.

Action: Describe that Project using a strong Action verb followed by an explanation of what you were doing and how you did it. If it happened in the past, use past tense of the action verb.

Result: Include Results, outcomes, accomplishments and goals that you achieve in connection with that Project

Additional Tips:

- Emphasize transferable and technical skills and knowledge along with how you applied them
- Give specifics such as quantity, frequency, population, and impact of your work when possible
- Vary Action verbs throughout your résumé

VOLUNTEER WORK: If you have volunteered at any nonprofit organizations, include them on your résumé. If your involvement was extensive include such activities under “Experience” and describe what you did.

SKILLS: In this section include testable and concrete skills such as MS Office, LexisNexis, MBTI, and a proficiency in a language other than English. Consider using subsections such as:

Laboratory: Include skills, familiarity with equipment and processes/procedures, and knowledge relevant to the lab setting. Examples include: Distillation, Extraction, Chromatography, etc.

Technology: Focus on programs and proficiency levels that would not be assumed based on education. Include your proficiency level. For example: Advanced User: Microsoft Office (MS) Outlook, Excel, Adobe Photoshop.

Languages: For example: Proficient in reading, writing and speaking German; Conversational Spanish.

Do not list soft skills such as communication, customer service, teamwork, and leadership. Instead, incorporate these important skills into your bulleted statements under your Experience section.

OPTIONAL ELEMENTS: “Publications” or “Presentations” – if you have published something as a result of your experience, mention it. If you have presented or read papers at a conference, workshop, meeting, or professional association, you may include this.

Résumé Checklist

Here is a CHECKLIST for you to use to make sure you have included the key elements of a résumé.

Format / Layout

- Yes/No Even Spacing of Sections
- Yes/No Use of Section Headings
- Yes/No Contact Info is on Top
- Yes/No Name is Larger than Everything Else
- Yes/No Use Bullet Points Under Experience Section
- Yes/No Start Off Bullet Point with Action Verb
- Yes/No Résumé is Easy to Scan
- Yes/No Margins are No Smaller than .5
- Yes/No Spacing is Used Between Each School, Employer and Section

Style

- Yes/No Font Style is Plain and Easy to Read
- Yes/No Font Size is No Smaller than 11 Point
- Yes/No Bold, Italics, Spacing, are Used Consistently
- Yes/No Bold and Italics are Not Over or Under Used
- Yes/No Bullets are Only Used in One or Two Sections
- Yes/No Personal Pronouns are Not Used

Content

- Yes/No Identify Projects in Each Job Bullet Point
- Yes/No Identify Action with a Strong Action Verb in Each Job Bullet Point
- Yes/No Result / Goal is Mentioned in at Least Half of the Bullet Point Job Descriptions
- Yes/No Name of Schools are Listed Properly
- Yes/No Name of Degrees are Listed Properly
- Yes/No Name of Employers are Listed Properly
- Yes/No Title of Positions are Listed Properly
- Yes/No Dates Listed for All Jobs
- Yes/No Dates Listed Properly for Each School
- Yes/No Location of Schools are Listed Properly
- Yes/No Location of Employers are Listed Properly
- Yes/No References are Not Listed
- Yes/No Order of Sections is Correct
- Yes/No Dates Listed for Community Service, Activities, Certifications, Trainings, Memberships, etc.
- Yes/No Objective Section is Not Used
- Yes/No Salary and Hours Worked are Not Listed
- Yes/No Address of Employer is Not Listed
- Yes/No Career Readiness Skills are Integrated into Résumé

Grammar and Vocabulary

- Yes/No Past and Present Tenses are Used Correctly
- Yes/No Words are Used Correctly
- Yes/No Words Will Be Understood By All Readers

Mechanics

- Yes/No Spelling is Correct
- Yes/No Punctuation is Correct
- Yes/No Capitalization is Correct

III. Skills Employers Want

Regardless of your major or work experience, 21st Century skills are those skills employers look for in a new hire. Incorporate employability skills you have used into the experience section of your résumé. Identify these qualities within your job, volunteering, projects, or other activities.

Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.

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 memos, letters, and complex technical reports clearly and effectively.

Teamwork/Collaboration: Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.

Information Technology Application: Select and use appropriate technology to accomplish a given task. The individual is also able to apply computing skills to solve problems.

Leadership: Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. 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.

Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.

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

IV. How to Identify the Skills YOU Have

Generally speaking there are two types of skills: Transferable Skills and Industry Specific Skills. While you may or may not have a great deal of work experience and industry specific skills at this stage in the game, you likely have transferable skills, and more transferable skills than you realize!

Transferable skills are those skills employers say they are looking for! Many of them are listed in the last section. Skills such as leadership/initiative, working well on a team, communication (verbal and written), problem solving, professionalism and adaptability.

TO IDENTIFY your transferable skills follow these steps:

1. Read the job posting and see what the employer is seeking. Usually they mention teamwork, communication, customer service (interpersonal skills). They may also mention that you will be responsible for handling customer complaints (PROBLEM SOLVING) or explaining the services to customers (COMMUNICATION).
2. Think of experiences you have had at work, in school, as a volunteer, through your participation in school activities, where you used these skills. For example, writing for the school paper, acting in plays, and serving on a debate team are all examples of where you used communication skills. Also, list these skills in your job descriptions, where applicable.
3. Make sure these skills and experiences are included in your résumé.
4. The Career Development Center also has a worksheet available to assist you with this process.
5. Make an appointment with your Career Coach to discuss this with them.

Industry specific skills are skills that you have that are used in that industry. For example:

1. Cite checking would be used in a number of industries (i.e. law, publishing, journalism, media, research).
2. JAVA would be a skill valued in positions working with computer coding.
3. MBTI assessment training would be valuable in various counseling positions.

Be sure to identify any of these skills that would be of value to the position you are targeting.

V. Action Verbs: How to Describe Your Experience

When you are describing the work that did in each of your positions, use STRONG ACTION verbs. See table for examples. **DO NOT USE:** “Assists”, “Aids”, “Helps”, “Handles”, or “Works with”.

GENERAL ACHIEVEMENTS

Accelerate	Customize	Expedite	Originate	Spearhead
Achieve	Discover	Found	Overcome	Streamline
Appoint	Double	Improve	Overhaul	Strengthen
Attain	Earned	Increase	Pioneer	Transform
Complete	Eliminate	Launch	Reduce	Upgrade
Convince	Expand	Master	Select	Won

MANAGEMENT / LEADERSHIP SKILLS

Administer	Consolidate	Executed	Organize	Revitalize
Analyze	Contract	Implement	Oversee	Spearhead
Arrange	Decide	Improve	Plan	Strategize
Assign	Delegate	Increase	Prioritize	Streamline
Assess	Develop	Inspire	Produce	Strengthen
Attain	Direct	Lead	Recommend	Supervise
Chair	Encourage	Manage	Reorganize	Transform
Conceive	Evaluate	Motivate	Review	Visualize

COMMUNICATION SKILLS

Address	Counsel	Illustrate	Motivate	Publish
Advise	Debate	Influence	Negotiate	Recruit
Advocate	Direct	Interpreted	Persuade	Speak
Arbitrate	Draft	Lecture	Presented	Summarize
Author	Edit	Listen	Promote	Translate
Correspond	Enlist	Mediate	Propose	Write
Compose	Formulate	Moderate	Publicize	

TECHNICAL SKILLS

Align	Evaluate	Interpret	Repair	Study
Compile	Examine	Investigate	Report	Summarize
Critique	Extract	Observe	Research	Survey
Detect	Identify	Program	Review	Systematize
Diagnose	Inspect	Publish	Simplify	Sort

RESEARCH SKILLS

Analyze	Design	Install	Pinpoint	Survey
Assemble	Devise	Hypothesize	Program	Troubleshoot
Build	Engineer	Observe	Prove	Upgrade
Calculate	Extrapolate	Operate	Remodel	Validate
Compute	Fabricate	Overhaul	Solve	Verify

CREATIVE SKILLS

Act	Develop	Found	Invent	Revise
Compose	Direct	Illustrate	Originate	Revitalize
Conceive	Discover	Innovate	Perform	Set up
Conceptualize	Envision	Institute	Pioneer	Shape
Create	Establish	Integrate	Plan	Streamline
Design	Fashion	Introduce	Produce	Structure

Action Verbs Continued

TEACHING / TRAINING SKILLS

Adapt	Coordinate	Explain	Motivate	Teach
Advise	Define	Facilitate	Persuade	Team-Teach
Assess	Develop	Guide	Prepare	Train
Clarify	Enable	Inform	Present	Tutor
Coach	Encourage	Initiate	Set Goals	Write
Communicate	Engage	Instruct	Simplify	
Conduct	Evaluate	Lecture	Stimulate	

CLERICAL SKILLS

Approve	Dispatch	List	Purchase	Tabulate
Arrange	Edit	Maximize	Record	Update
Assemble	Execute	Monitor	Retrieve	Validate
Catalogue	File	Operate	Screen	
Classify	Generate	Organize	Specify	
Collect	Implement	Prepare	Strengthen	
Compile	Inspect	Process	Systematize	

FINANCIAL SKILLS

Account for	Audit	Develop	Market	Research
Adjust	Balance	Estimate	Plan	Sell
Administer	Budget	Forecast	Project	Track
Allocate	Calculate	Increase	Quantify	Verify
Analyze	Compare	Invest	Reconcile	
Appraise	Compute	Manage	Reduce	

HELPING / TEAM WORK SKILLS

Advocate	Counsel	Encourage	Motivate	Resolve
Assess	Delegate	Explain	Participate	Serve
Arrange	Demonstrate	Expedite	Provide	Strengthen
Clarify	Diagnose	Facilitate	Reinforce	Support
Coach	Educate	Familiarize	Refer	Teach
Collaborate	Empathize	Guide	Rehabilitate	Train
Consult	Empower	Inspire	Represent	Volunteer

SALES SKILLS

Adapt	Distribute	Increase	Order	Sell
Analyze	Double	Install	Perform	Survey
Build	Expand	Launch	Persuade	Structure
Conduct	Expedite	Maintain	Promote	Spearhead
Convince	Explain	Market	Relate	Streamline
Deliver	Improve	Negotiate	Research	Triple

PROBLEM SOLVING SKILLS

Analyze	Diagnose	Hypothesize	Reason	Solve
Assess	Evaluate	Identify	Recognize	Study
Appraise	Examine	Implement	Recommend	Summarize
Ascertain	Execute	Investigate	Review	Survey
Conclude	Formulate	Plan	Resolve	Test
Detect	Generate	Prove	Research	Validate

VI. Putting It All Together: Key Element Examples

Now you are ready to draft your résumé. Let's go through each section and see what it would look like.

LETTERHEAD: Use the same letterhead design for your cover letter, references, and résumé.

JAMIE B. GRAFF

1234 W. Main Street, Apt. 9A
Houston, Texas 77002
(713) 000-0000
jbg@aol.com

Jamie B. Graff

(718) 745-2636 - jbg@aol.com

Current

1234 W. Main Street, Apt. 9A
Houston, Texas 77002

Permanent

8053 Harbor View Terrace
Brooklyn, New York 11209

JAMIE B. GRAFF

1234 W. Main Street, Apt. 9A, Houston, TX 77002 • (713) 987-6543 • jbg@aol.com • www.linkedin.com/jgraff

EDUCATION: List your education in reverse chronological order.

UNIVERSITY OF HOUSTON-DOWNTOWN, Houston, TX

Bachelor of Arts in Communication Studies Candidate, May 2017

GPA: 3.51

Activities: Campus Activities Board, Member, August 2015 – May 2016

Study Abroad: University of Modena and Reggio Emilia (UNIMORE), Italy, June 2015-Aug 2015

U.S. ARMY ACADEMY, Fort Hood, TX

Leadership Training, May 2011

University of Houston-Downtown, Houston, TX

Bachelor of Science in Engineering Technology: Structural Analysis and Design Candidate, May 2019

High Grades: Concrete Technology (A), Foundation Design (A-)

Honors: UHD Scholars Academy (February 2011- May 2015), Dean's List (3 out of 4 semesters)

University of Houston-Downtown, Houston, TX

Bachelor of Science in Interdisciplinary Studies with a Minor in Spanish Candidate, Dec. 2016

Relevant Courses: Spanish Professional Writing, Advanced Spanish Grammar and Composition

Lone Star College, Houston, TX, August 2012-May 2013

EXPERIENCE: Experiences must be in reverse chronological order. Section heading titles will vary by individual student. Selectively highlight your work history, drawing attention to those accomplishments and skills your target audience will find most relevant. All content must support your professional goals and sell you to your prospective employer. You can list paid and unpaid experience in this section. For example:

RELEVANT PROJECTS

University Of Houston-Downtown

Project Leader

Spring 2015

- Utilized Siemens TIA portal to program level controller, design simulation of forward and reverse motor control, and perform PID controller tuning.
- Implemented BCD-to-7-segment decoder in Diligent Adept circuit board using Verilog.

EXPERIENCE

Odyssey Information Services

February 2007 – Present

Retail Network Operations Analyst

- Manage connectivity of the U.S. oil and gas network by proactively monitoring, dispatching technicians, and assisting on-site personnel with troubleshooting to minimize downtime.
- Provide correspondence between 1st level helpdesks and telecom suppliers to resolve trouble tickets for global sites.

RELEVANT EXPERIENCE

City of Houston, Houston, TX

Dec. 2013 – May 2014

Intern

- Designed tri-fold flyer to attract community members to sign up for volunteer opportunities.
- Coordinated 15 staff members in fundraising efforts resulting in \$1,000 for cancer research.

COMPUTER EXPERIENCE

Independent Technical Solutions, Inc., Houston, TX

Testing Board Consultant, Part-time

July 2013 – Present

- Provided excellent customer support via TeamViewer, email and phone while adhering to fast-paced deadlines
- Tested electronic circuit boards and ensured quality control of products
- Diagnosed and implemented hardware and software solutions, and refurbished and upgraded computer systems

FUNDRAISING EXPERIENCE

UNIVERSITY MUSEUM/RICE UNIVERSITY-Houston, Texas

January 2011-Present

Accounts Specialist/ Event Coordinator

- Collect funds through reserving the museum for special events and restored positive balance of the University Museum’s Special Events reserved account from \$-4,350.00 to 7,500.00.
- Facilitate organization of University Museum’s biannual fundraiser: *For the Sake of Art 2012-2014*; raised \$26,000 in donations for Museum’s general operating funds and the *JTBCHS* Endowment Fund.

VOLUNTEER WORK: Depending upon the extent of your volunteer involvement, you may want to include these types of activities under “Experiences” instead.

COMMUNITY SERVICE

SHAPE COMMUNITY CENTER-Houston, Texas

June 2008–July 2008

Volunteer/ Fundraising

VOLUNTEER EXPERIENCES

ROSE OF SHARON MISSIONARY BAPTIST CHURCH-Houston, Texas

January 2009-Present

Choir Member/ Missionary/ Volunteer

PUBLICATIONS AND PRESENTATIONS: If published or presented at a conference, cite according to guidelines used in your discipline (i.e. MLA, APA, Chicago Style).

PUBLICATIONS

Gator, Gayle. “Consequences of Host Lipopolysaccharide Sensitivity,” 2015. *Journal of the North American Chemical Society*. 12.4: 273-79.

Publications

Gator, Gayle. *Wildlife and Fog in Baytown*. 2014. Houston: Southern Texas Press.

Presentation

Gator, Ed & Nilsson, J. (*in progress*) Cultural Influences of Hispanic Mothers’ Educational Expectations for Their Children.

PRESENTATIONS

Gator, Ed. "Computers and Writing Conference Presentation." Rice University. Bay Club Hotel, West Lafayette, IN. 14 May 2015. Keynote Address.

Presentation

Gator, Alyson. “Prevention of Some Anogenital and Oropharyngeal Cancers by Gardasil Vaccine,” University of Houston-Downtown Symposium. Houston, TX. 21 April 2016. Poster.

- Addressed the importance of Gardasil and Cervarix, vaccines against the Human Papillomavirus types 6, 11, 16, and 18, to prevent and reduce the index of some cervical, vaginal, vulvar, anal and penile cancers.
- Encouraged high school students to have safe sexual relationships and get vaccinated against the most prevalent strains of the Human Papillomavirus.

VII. Chronological Résumé Samples

Résumé Sample 1: Résumé Outline

Your Name (16-18 point)

Complete current mailing address • Telephone number • Professional e-mail address _____

EDUCATION

UNIVERSITY OF HOUSTON-DOWNTOWN, Houston, TX

Bachelor of Arts (or Science) in _____ Candidate, Month Year of Expected Graduation

(List degree as found on the departmental website, include concentration if applicable)

(*****SUB-SECTIONS OPTIONAL*****)

- Minor:** List the subject in which you minored
- GPA:** List Overall and/or Major GPAs (**Only 3.0 or higher**)
- Honors:** Dean's List (number of semesters such as 4 out of 5)
Scholarships (list full name of each scholarship and year awarded)
- Awards:** List name of each award and date awarded
- Activities:** Name of Student Organization, Position Held, Year(s) you held that position
- Relevant Courses:** List class names related to your career goals

RELEVANT PROJECTS (Optional)

UNIVERSITY OF HOUSTON-DOWNTOWN, Houston, TX

Position Title (Such as Project Member, Project Leader)

Month Year – Month Year

- BULLET POINT FORMAT: Action verb + What you did/How you did it + Why you did it and result
- Begin every bullet point with a strong action verb
- Use strong action verbs to explain what you did and quantify, if possible

RELEVANT EXPERIENCE (List in reverse chronological order, could be volunteer/internship/unpaid)

NAME OF BUSINESS OR ORGANIZATION, City, State

Position Title

Month Year – Month Year

- Use Bullet Point Format- See above
- Put your strongest and most relevant selling point first
- Use industry keywords – Look at actual job description(s)!
- If it happened in the past, use past tense of the action verb
- Do not list every task you completed in the position. Emphasize accomplishments!

NAME OF BUSINESS OR ORGANIZATION, City, State

Position Title

Month Year – Month Year

- Focus on your core skills demonstrated in the position
- Highlight skills demonstrated that relate to the position for which you're applying
- Quantify as much as you can! Use numbers when possible.
- Do not repeat the same words and/or phrases. SEE ACTION VERB LIST

SKILLS (Only list if reflective of your actual abilities)

Computer: e.g. Microsoft (MS) Word, Excel, PowerPoint, Outlook

Use both acronyms and spell out the full names of soft/hardware

Language: _____ (*insert foreign language/s here*) (*indicate reading, writing or speaking*)

Use the specific level of comprehension (e.g. conversational, fluent in, proficient in) found in the job description

VOLUNTEER WORK (Optional)

Name of Professional Association/Volunteer Organization, Position Held, Year(s) you held that position

Résumé Sample 2

GREEN GATOR

4552 Pierce Street. Houston, TX 77002

(832)-444-4444 ▪ green.gator@gmail.com

<https://www.linkedin.com/in/green-gator-bas-80ba123a>

EDUCATION

University of Houston-Downtown, Houston, Texas

Bachelor of Arts in Applied Arts and Sciences in Applied Administration Candidate, May 2017

Houston Community College, Houston, Texas

Associate in Applied Science, May 2015

GPA: 3.3

Activities: National Honor Society: *Secretary* (Fall 2014 – Spring 2015)

Environmental Club: *Volunteer* (Fall 2014 – Spring 2016)

RELEVANT COURSES:

Administrative Leadership

Fall 2016

Budgeting for Administrators

Spring 2016

Project Administration

Spring 2016

WORK EXPERIENCE

Potbelly Sandwiches, Houston, Texas

Assistant Manager

Dec 2014 – Present

- Greet customers upon entering the store; maintain a warm and welcoming environment to promote excellent customer service and to increase trust between the customer and the employees.
- Respond to all customer inquiries promptly and efficiently, and provide information regarding promotions, the products, and surrounding services within the local area.
- Handle requests and issues in a timely manner, resulting in a consistently well-organized restaurant for employees and customers.
- Meet weekly sales goals by following business plan and promoting teamwork.
- Develop strong team culture by holding shift huddles to promote a plan to meet all tasks for that shift.

SKILLS

Computer: Proficient in Microsoft (MS) Word, Excel, PowerPoint

Language: Fluent in Spanish (speaking, reading and writing)

Résumé Sample 3
ALYSON GREEN-GATOR
5110 Briar Forest Drive #221
Houston, Texas 77002
(713) 333-3333
greengator2@gmail.com

EDUCATION

UNIVERSITY OF HOUSTON-DOWNTOWN, HOUSTON, TEXAS
Bachelor of Science in Interdisciplinary Studies Candidate May 2017
Concentration in Business
Courses: Health Economics
Financial Accounting
Managerial Accounting
Statistics
Macro-Economics
Intermediate Economics

WORK EXPERIENCE

THE MAINSTREAM CONNECTION, HOUSTON, TEXAS
Administrative Assistant, Volunteer December 2015 – Present

- Record financial transactions and complete the posting process
- Verify that transactions are recorded in the correct day book, suppliers ledger, customer ledger and general ledger
- Handles employee questions regarding payroll in a timely manner

BUBBLES CAR WASH, HOUSTON, TEXAS
Service Advisor, Part-time January 2013 – Present

- Promptly acknowledge and greet customers
- Present service options to meet customers' expressed needs
- Properly invoice customers based on the services performed
- Provide world class customer service by consistently exceeding established performance goals and standards
- Accurately process service tickets and balance cash drawers at the completion of each shift

TECHNICAL SKILLS

10-key
Microsoft Word and Excel
QuickBooks

Résumé Sample 4

Gayle S. Gator

(832)-296-3102 blancahg4713@gmail.com

EDUCATION

University of Houston-Downtown, Houston, TX

Bachelor of Sciences in Biology with concentration in Microbiology Candidate

May 2017

Minor: Philosophy

GPA: 3.29

Activities: National Society of Leadership and Success, Member (May 2015 – Present); American Society of Microbiology, Member (March 2015 – Present); Phi Sigma Tau, International Honor Society of Philosophy, Member (April 2014 – Present)

Relevant Coursework: Genetics, Immunology, Medical Microbiology, Microbial Genetics, Microbial Biotechnology, Virology, Parasitology

LABORATORY SKILLS

Aseptic Transfers and Inoculations, Light microscopy, Cell Counts, Colony Morphology, Differential and Structural Stains, Selective and Differential Media, Biochemical Tests, Antibacterial Susceptibility Test, Radial Immunodiffusion, Agglutination Test, Enzyme Linked Immunosorbent Assay (ELISA), DNA Extraction, Column Chromatography, Membrane Filtration, Agarose Gel Electrophoresis, and Medium and Reagents Preparation

RESEARCH EXPERIENCE

University of Houston-Downtown, Houston TX

Undergraduate Assistant in “Human mucosal response to *Staphylococcus aureus* colonization.”

Summer 2016

- Isolated and Purified MAP 19, a microtubule-associated protein, by employing different techniques such as centrifuged, dialysis, column chromatography, gel electrophoresis.
- Performed ELISA, enzyme-linked immunosorbent assay, to quantify MAP 19.

PRESENTATIONS

Gator, Gayle. “Prevention of Some Anogenital and Oropharyngeal Cancers by Gardasil Vaccine,” University of Houston-Downtown Symposium. Houston, TX. April 2016. Poster presentation.

- Addressed the importance of Gardasil and Cervarix, vaccines against the Human Papillomavirus types 6, 11, 16, and 18, to prevent and reduce the index of some cervical, vaginal, vulvar, anal and penile cancers.
- Encouraged high school students to have safe relationships and get vaccinated against the most prevalent strains of the Human Papillomavirus.

EMPLOYMENT EXPERIENCE

Mejor Comida Tex-Mex Restaurant, Kingwood, TX

Server/Hostess

November 2009 – Present

- Deliver exceptional, friendly and fast service to promote relationships with customers
- Manage To-Go station serving a daily average of 45 orders and cash flow up to \$3,000.00
- Re-organized seating charts for 10-14 servers during each shift to streamline seating process

COMMUNITY SERVICE

Service Learning Project, Crockett Elementary School, Houston, TX.

Fall 2014

- Created lesson plans with two Biology peers and two Bilingual Education Program students to teach 3rd graders about the microbiology behind composting and how to make their own compost at home

SEARCH/House of Tiny Treasures, Houston, TX.

Fall 2013

- Read short stories in Spanish to pre-kindergarten and kindergarten students and their parents in addition to developing activities centered on increasing reading comprehension

ADDITIONAL SKILLS

Language: Fluent in Spanish (spoken and written); **Computer:** Advance user of Microsoft Office

Résumé Sample 5

KAREN L. JAMES

919 16th Street * Houston, TX 77341 * (936) 294-1713
kjames@email.com * <https://www.linkedin.com/in/karen-james-bais-00ba123a>

CERTIFICATIONS

Texas Standard Generalist Certificate EC-6, June 2014

EDUCATION

UNIVERSITY OF HOUSTON - DOWNTOWN, HOUSTON, TX

Bachelor of Arts in Interdisciplinary Studies Candidate, 3.88, May 2020

Bachelor of Science in Math, 3.75, May 2016

Related Coursework: Foundations of Mathematics - Mathematical Thought - Mathematical Problem Solving

TEACHING EXPERIENCE

GEORGE BUSH JUNIOR HIGH, COLLEGE STATION, TX

Student Teacher, Spring 2014

- Developed lesson plans for the accelerated students
- Collaborated with mentor teacher to develop programs for the gifted and talented students
- Managed an after-school math club consisting of 50 students from diverse backgrounds
- Observed, facilitated, and taught sixth grade pre-algebra honors course

KNIPPA ELEMENTARY, KNIPPA, TX

Student Teacher, Fall 2013

- Taught fourth grade mathematics and science lessons to a class of 15
- Created weekly lesson plans and activities focused on Texas Assessment of Knowledge and Skills (TAKS) preparation
- Drafted and implemented an innovative classroom management plan that increased student compliance by 90%

ADDITIONAL EXPERIENCE

DILLARD'S, THE WOODLANDS, TX

Sales Associate, June 2011-Present

- Process all cash and credit transactions via computer register
- Maintain and design advertising displays
- Order the spring and fall children's clothing lines

VOLUNTEER EXPERIENCE

MEMORIAL HERMANN HOSPITAL – THE MEDICAL CENTER, HOUSTON, TX

Volunteer, April 2014 – June 2014

LITERACY COUNCIL OF HARRIS COUNTY, HOUSTON, TX

Volunteer ESL Tutor, June 2011 – Sept 2011

Résumé Sample 6

ALYSON GATOR WOODS

1241, West Bayou Street, Spring, TX 713-242-8412 woodsa@email.com

EDUCATION

University of Houston-Downtown, Houston, TX
Bachelor of Science in Criminal Justice with a minor in Psychology Candidate, May 2017

Houston Community College, Houston, TX
Associate of Arts, May 2008

RELEVANT WORK EXPERIENCE

The Allen House Residential Facility – Spring, TX
Case Worker, July 2014 to February 2015

- Maintained records of 25 juveniles to record program progression.
- Reviewed police report when a child was apprehended by law enforcement, and made recommendations on how long to keep child in facility.
- Referred clients, where appropriate, to community-based services like substance abuse programs, family court, GED classes, community service restitution and victim services programs.
- Sustained the lowest recidivism rate of all the assigned juvenile case workers.

New Parkland Juvenile Detention Center – New Parkland, CA
Juvenile Probation Officer Internship, May 2013 to August 2013

- Performed oversight of juvenile intakes, including visual body search, health screening, personal inventory and fingerprinting.
- Prepared and processed court documents for 5 juvenile clients.
- Gathered information in advance of court and school expulsion hearings, and made recommendations to the Court when necessary.

OTHER EXPERIENCE

University of Houston – Houston, TX
Administrative Assistant, November 2008 to May 2014

- Organized and provided documents, reports and information to department
- Attended meetings, took minutes of meetings, and verified that the minutes were recorded properly and distributed as instructed
- Arranged for payments to contractors and vendors by developing relationships with accounting departments
- Ensured that office equipment was in running correctly, and scheduled equipment repair and maintenance appointments

LANGUAGES

Native Spanish Speaker
Fluent in French (reading, writing and speaking)
Conversational in Portuguese

Résumé Sample 7

SAMUEL STUDENT

1000 Mission Drive ♦ Houston, TX 77345 ♦ Phone: (832)555-2222 ♦ UHDSTUDENT@email.com

EDUCATION

Bachelor of Arts in Political Science Candidate

May 2018

University of Houston-Downtown, Houston, TX

Minor: Sociology

GPA: 3.4

RELEVANT COURSEWORK

Geopolitics of the Americas

Fall 2015

- Applied scientific method to the analysis of health care politics
- Designed empirical research project to analyze participant responses regarding Medicaid expansion
- Analyzed qualitative data and utilizing Excel to ensure proper data collection and management

EXPERIENCE

Student Worker

Spring 2014

Campaign Management, Houston, TX

- Collected information from target audience to determine popular political issues
- Provided relevant information about candidates to target populations
- Informed candidate about various political stances by conducting researches and writing memos
- Provided polling and strategy reports for review and enhancement
- Organized Make Your Mark campaign from beginning to end

Computer Assistant

Spring 2012

Lone Star Community College, Kingwood, TX

- Trained to use Web Course Tools and gained valuable technical skills
- Demonstrated and explained how to access and use specialized computer programs
- Provided trouble shooting instruction and information to aid students with software concerns

VOLUNTEER EXPERIENCE

Volunteer

Aug. 2012-Present

Memorial Assistance Ministries (MAM), Houston, TX

- Committed to providing service to homeless and low income families.
- Collaborated with African Student Association team of club members.
- Empathized with (recipients) individuals and validated the impact of addiction on lives.
- Gained insights into diverse individual and family dynamics.

ACTIVITIES

Webb Historical Society, University of Houston-Downtown

Fall 2015-Present

NAACP, Houston Chapter Member

Spring 2012-Present

Student Government Association, University of Houston-Downtown

Fall 2015-Present

SKILLS

Proficient in Microsoft (MS) Word, Excel, PowerPoint, SPSS

Résumé Sample 8

ROBERT LOPEZ

1234 Any Street, Houston, TX 77002 | Cell: (123) 456-7890 | rlopez@email.com

PROFESSIONAL EXPERIENCE

MANTECH, Houston, TX

Aug. 2012–Present

Lead Technical Writer

- Document, organize, and maintain full lifecycle design, development, and deployment information from multiple sources to create technical documentation for mission-critical software applications.
- Conceptualize, review, and approve project plans, develop high-quality technical proposals, and create cash flow analysis to track spending, ensuring budgeted manpower hours fall within scope of contract.
- Proofread and refine contractual deliverables, including monthly status reports, for 10-15 ongoing contracts.
- Create and edit information systems documentation, after-action reports, and standard operating procedures relating to contract-related IT program deliverables.
- Perform contractor sourcing and staffing efforts for contract placement and bids.
- Conduct extensive internet and marketing research for internal corporate projects.

SAIC, Houston, TX

Technical Writer, Access Control Division

Aug. 2010–Aug. 2012

- Interviewed 35 subject-matter experts and edited 125+ resumes for \$8M proposal effort.
- Served as Department of Homeland Security liaison, ensuring all inquiries regarding Homeland Security Presidential Directive 12 (HSPD-12) were accommodated.
- Composed technical reports and user reference manuals and evaluated text, layout, and graphics.
- Created, proofread, and maintained division's standard operating procedures for grammatical errors, accuracy, and inconsistencies.
- Checked and tracked personnel clearance levels using Integrated Security Management System (ISMS).
- Supported five executive staff members by creating customer feedback surveys utilizing Microsoft InfoPath.

UNITED STATES NAVY, Andrews, GA

Project Engineer

Jan. 2004–Sep. 2008

- Conducted classified software systems testing with team of nine engineers and technicians.
- Researched and analyzed technical information to compile information systems documentation utilizing proper technical terminology.
- Reviewed, edited, and published system administration, reference, and training manuals, installation guides, and standard operating procedures.
- Translated standardized technical information to compose clear, readable documents.
- Evaluated and maintained documents to ensure compliance with technical requirements.
- Organized and maintained internal information systems documentation library in SharePoint.

EDUCATION

UNIVERSITY OF HOUSTON-DOWNTOWN, Houston, TX

Bachelor of Arts in English, minor in Communication Studies Candidate

May 2017

TECHNICAL SKILLS

Microsoft (MS) Office Suite (Word, Excel, PowerPoint, Access, Outlook), SharePoint, InfoPath, Visio, Oracle PeopleSoft, Photoshop, Salesforce, and Adobe Acrobat.

Résumé Sample 9

Jackie Clarkson

email@clarkson.edu

Mobile: (123) 555-5555

Current Address

123 Grove Street
Houston, TX 77002

Permanent Address

123 Maple Street
Buffalo, NY 12345

EDUCATION

UNIVERSITY OF HOUSTON-DOWNTOWN – HOUSTON, TX

Bachelor of Science in Computer Science, May 2015

GPA: 3.5

Honors: Dean's List 6 Semesters

Study Abroad: Newcastle University, Newcastle, NSW, Australia, August 2013– May 2013

Activities: Association for Computing Machinery, Member, September 2011 – May 2015

UHD Intramural Basketball and Softball teams, Captain, September 2010 – May 2011

RELEVANT EXPERIENCE

EASTMAN KODAK COMPANY – HOUSTON, TX

August 2014– present

Software Developer

May 2015 – present

- Lead team members from various departments and positions within the company in finding and implementing a new bug-tracking solution.
- Create applications for migrating data between systems/databases using C#, XML, and Excel Macros.

Software Quality Assurance Technician

August 2014– May 2015

- Tested new software releases for the Kodak Picture Kiosk.
- Designed and executed test procedures, reported incidents, and worked with databases and Rational software.
- Organized and led meetings of project leaders, developers and QA team members for each original test procedure.

CLARKSON ASSOCIATION FOR COMPUTING MACHINERY – POTSDAM, NY

Summer 2014

Intern

- Created the Clarkson ACM Website using Dreamweaver and Photoshop.
- Attended seminars by guest speakers in the computing industry to learn more about computer science.

ADDITIONAL EXPERIENCE

UNIVERSITY OF HOUSTON-DOWNTOWN – HOUSTON, TX

August 2011 – July 2013

Writing Center Tutor

- Identified writing weaknesses in organization, development and style to improve writing skills.
- Learned valuable interpersonal communication skills collaborating with students from many fields.

SKILLS

Programming Experience – C++, Java, C#, XML, and Web Development.