

ALUMNAE ASSOCIATION of SMITH COLLEGE

Writing & Updating Your Resume



For career events, webinars, and additional handouts, please visit our website at

W W W . A L U M N A E . S M I T H . E D U

Getting Started

What is a resume?

A resume is a brief written summary of your select professional experience and qualifications. It is not your entire professional history, a form of self-expression, or a piece of paper that will decide your future. It won't ever be finished or perfect. The main purpose of a resume is simply to get you an interview or a professional introduction.

Effective resumes and cover letters are essential partners in your job search.

The cover letter introduces you and your resume to the reader, and the resume gives a more complete overview of your experience and qualifications. Together, these important personal marketing tools show where the match is between you and the position description, and determine if you'll be interviewed. However, many human resources professionals and hiring mangers will not read your cover letter, so if something is that important, make sure it's on your resume.

Your resume must be geared to your audience.

In order to do this, you'll need to do some preparation before you start writing:

- Assess yourself. Know what skills, qualifications, and experiences you bring to the table.
 If you are having a hard time coming up with a list, ask people who know you well what your skills are, complete a skills inventory such as Strengths Finder 2.0 or Skills Scan, or read through performance evaluations from your current or past positions.
- Research the field. When applying for a job ook at the company's website, LinkedIn page, annual report, and press releases. Search job descriptions from competitors and talk to people who are current or former employees at the company. Compile the right keywords used in the industry for use in your resume.
- Analyze the description of the position for which you're applying. Pay attention to the
 key skills and competencies the employer is seeking. Identify specific examples in your
 resume that match these qualifications and stress them in your cover letter.

When should you update your resume?

It is always a good idea to have an updated resume on hand, as you never know when you may come across an opportunity. Generally speaking, update your resume once a year. Then tweak it anytime you are applying to present at a conference, when your career focus changes, when you anticipate a layoff, or when you begin to feel dissatisfied with your current position.

Whether writing your resume from scratch or updating a previous version, it helps to begin with a master list of all your jobs, internships, community activities, schools attended, professional affiliations, professional conferences, certifications, publications, presentations, and skills. All this information will not end up in your final resume, but you want to be sure you don't leave out anything important.

Format

Resumes: functional, chronological, and combination.

A functional resume focuses on your skills rather than your work experience. Employers can be skeptical of a functional resume, as it might appear that you are trying to hide a spotty work history. A chronological resume lists jobs and education in reverse chronological order. A combination resume highlights your marketable skills first (as in a functional resume), then adds your employment history (as in a chronological resume).

Avoid templates or resume wizards.

Your goal is to have your resume stand out in a positive way, and template resumes often appear identical to those of many other applicants. Additionally, using a template can sometimes make it difficult to edit your resume quickly each time you send it out.

Arrange your education and experience in reverse chronological order, present to past. This lets your reader easily see your current and recent background. For current positions, use present tense and for former positions, use past tense. You may also use headings that are relevant to your audience and experience, such as, Public Relations Experience, Laboratory Experience, Nonprofit Experience, and so forth.

Some fields require specialized resume formats.

If you're seeking a research, scientific, or performance opportunity, or if you're an artist or entrepreneur promoting your work, you may find that you need something different than a standard resume. Search online for examples and contact a career professional who can guide you through the process.

How long should a resume be?

One page is standard for most new graduates and entry-level professionals. Two pages is standard for most mid-level professionals. High-level executives occasionally need to go to a third page. Be sure to focus on quality, not quantity. Employers are busy and do not have time to sift through hundreds of resumes for an open position, so they probably will not read more than the top half of the first page unless something compels them. Pay attention to the instructions in the job posting, as some employers will request a one-page resume or require that you include specific things, such as a list of presentations or publications.

A longer resume is appropriate for certain applicants and fields.

For fellowships, grants, academia, or research jobs, you may need a curriculum vitae or CV, which can be longer than the standard two pages. A resume for federal jobs can be vastly different from a typical resume and has specific requirements that are listed with the job description.

Write a Resume Employers Will Read

- **Use action verb phrases** to describe your experiences. Instead of "Responsibilities included training staff" say "Trained five new staff." A list of action verbs is on page 9.
- Be concise: omit personal pronouns and "a," "an," and "the" whenever possible. Instead of "I created and maintained a database using Excel," say "Created and maintained database using Excel."
- Stress accomplishments and results: quantify your results when appropriate. Use numbers and percentages to show your accomplishments. Do not simply list tasks or your resume will read like a job description.
- Create resumes for different jobs and audiences. If you are applying for more than one
 job, you will need to use different resumes and keywords. All fields have different
 expectations of resumes, so be sure yours is appropriate. Have it reviewed by a
 professional in the industry as well as by a career counselor. One option is to use the
 resume review form on page 10 to solicit feedback.
- Make it clear. Avoid confusing acronyms and abbreviations. For example, instead of "TEAM" say "Techniques for Effective Alcohol Management." It is acceptable to use postal abbreviations for states, but be consistent and use the correct two-letter abbreviation.
- Select a font size and style that are easy to read. Use a 10-to-12 point size in familiar fonts, such as Arial, Times New Roman, or Garamond. Try a slightly larger font for headings and name. Do not change fonts or font sizes throughout your resume.
- Adjust the margins to fit your content. One inch margins are typical, but not a strict requirement. Do not use margins less than half an inch, as white space on a resume makes it more appealing to the eye.
- Use limited bold type, italics, underlining, bullets, and spacing for emphasis. Using all capital letters is hard to read, so use caps minimally.
- Be consistent. Check spacing, dates, punctuation, and order of information. Details matter!
- Proofread your resume carefully. Don't rely on spell check. Misspellings, grammar and punctuation errors, and inconsistencies make a poor first impression. You may not be asked for an interview as a result.
- Hard-copy resumes. Use a quality paper from 24 to 28 lbs. that is white, off white, or gray. Use the same paper for your cover letters and get matching envelopes. If using a watermarked paper, get the mark right-side up and use a quality printer.
- **Keep your resume polished and up-to-date.** The effort you put into this important personal marketing tool will be time well spent.

Sections and Headings

Refer to the samples at the end of the guide as you choose and arrange your headings.

Name. Put it at the top, centered, or flush left. Use caps, bold, or a larger font to make it stand out.

Contact Information. List your current address, phone, email, and LinkedIn link on one line (saves space), or block it aligned left, right, or center. Use only one phone number, typically a cell phone, and be sure that the voicemail message is a professional one. Have a professional looking email address with some combination of your first and last name. You can get a lifetime Smith College Alumnae email address at alumnae.smith.edu.

Objective. Using an objective makes your resume look dated. You can use an objective if you are changing careers, but make sure that it speaks to what you can do for the employer and does not simply state what you want.

Headline. Use a headline to grab the reader's attention and show that you are the best applicant for the job. A headline is different from an objective in that it tells the employer what you have to offer instead of what you are looking for. For example, your headline might be "Exceptional writing professional with intellectual quickness, curiosity, discipline, and resourcefulness," or "Bilingual CPA with expertise in health care."

Skills or Qualifications. Lay out the skills and qualifications the employer is looking for in an obvious, clean, concise way. Include languages, computer skills, laboratory skills, equipment use, and other industry-specific competencies of interest to your reader. A tip for figuring out what skills or qualifications are necessary is to look at job descriptions for similar positions at competitors to the company you are applying to. You can also break down the skills section into competency areas, such as communications, customer service, technology, management, leadership, etc., with bulleted examples under each section. Be sure to add relevant licensing and certifications.

Professional Experience. Include highlights of paid jobs, internships, volunteer work, and entrepreneurial projects. From present to past, list title, organization, location, dates, and company website. You can put these is any order, but be sure that it is consistent. Under each employer, list your accomplishments.

- For dates, using years typically produces a cleaner-looking resume, but you can use months as well.
- For the company website, you can hyperlink the company name to the website or list it separately.
- Start with a one- or two-sentence summary of the company. This gives the reader the context for the type of business you worked at.
- List your accomplishments. Do not simply write out your tasks. This should be a
 quantifiable, results-oriented list that shows how you improved the company, met goals,
 and made a profit. Include things like time frames, percentages, returns on investments,
 number of people supervised, awards, quotas, and other quantifiable information
 pertaining to your industry.

Remember, choose headers that promote experience in your target field (for example, Communications Experience, Museum Experience, Research Experience, International Experience).

Education. This generally comes first for students and recent graduates and last for anyone with relevant professional experience. From present to past, list school, location, degree, date awarded or expected, major, and minor. Study abroad, other degrees, thesis, related courses, projects, and research papers may be included if you are a recent graduate. GPA is required for recent grads looking for finance or consulting opportunities, and optional for other fields unless requested.

Honors and Awards. If you have them, list under Education or in a separate category.

Additional Experience or Supporting Experience. An optional category for content you'd like to include that is less directly relevant to your reader. You may use a second heading as described above.

Professional Affiliations. Only include those that are of interest in your field. Include any titles or significant roles that you have within organizations. Listing memberships that reveal your race, ethnicity, religion, political affiliation, sexual orientation, or gender identity may encourage or discourage employers from interviewing you. The choice is yours.

Do Not Include

"References Available on Request." Prepare a separate page with the same heading as your resume with the section title "References." Include your references' names, titles, mailing addresses, emails, phones, and your relationship to her if it is not obvious. Be sure to ask permission of your references before including them, and only send if requested.

Personal statistics. The only exception to this is a theatre resume where age, height, and weight are expected. Marital/family status is never included on a resume in the United States.

Your photograph. The only exception is that a headshot is customary for a theatre resume.

Resume FAQs

Do I need to put the year I graduated from Smith on my resume?

If you are worried about age discrimination, you can leave your dates of college graduation off your resume. Realize that an employer may assume that by leaving your dates off that you are older, so it is your decision based on the specific circumstances to determine which course is best.

Where should I put my volunteer experience on my resume?

Your volunteer experience can go in the professional experience, nonprofit experience, or volunteer experience sections. If you have held an office as a volunteer, list it under your professional experience as you would any other job. If you are looking to switch to a nonprofit career, list your volunteer activities under a "Nonprofit Experience" heading. List the experience with a job title (that does not necessarily include the word volunteer) and a list of quantifiable accomplishments.

I have a large gap in my resume from staying home and raising my children. How do I address this?

Add to your resume all of the additional things that you have done while staying home. If you have been volunteering during this time, taking any classes, running a home-based business, staying involved in a professional organization, or doing occasional consulting add that experience to your resume. It is also recommended to explain the gap in your cover letter.

I have heard that employers are discriminating against the unemployed. Is this true? If so, how do I address time out of work on my resume?

Many employers do not want to hire someone who is satisfied to stay home for three years doing nothing. Add to your resume all of the additional things that you have done while unemployed. Everything from volunteering to taking classes to being involved in a professional organization should be included. You want to show the employer that you used your time away from the workforce productively. If it is a short gap, you may be able to hide it by using years, and not months, for your dates of employment.

I am trying to change careers to something completely different. Any advice on writing a resume geared toward a new career?

Use a headline and profile section to highlight the transferable skills you have that are most aligned with your new career. If you have been volunteering or have done some work in your new field, use sections headings to differentiate your professional experience.

What is a video resume and do I need one?

A video resume is a short video that describes the job seeker's skills and qualifications, and is typically used to supplement a traditional resume. Typically it is posted on a job site such as CareerBuilder or attached to your LinkedIn profile. For the majority of job seekers, it is not necessary and can actually do more harm than good if it is not done well. Most traditional companies will not understand one. There are a few fields where a video resume can be helpful, including online, media, IT and creative professions.

Resume FAQs

Do I need to hire a professional resume writer?

If you have the time, writing skills, and your resume is landing you interviews, then you do not need to hire a professional resume writer. If you have not had any call-backs on your resume, you may want to consider working with a professional to update your resume. If you decide to hire a professional resume writer, do your homework and find someone who understands the industry you work in. Find out more about the writer, ask for references and be sure to know what is included in the cost.

I am self-employed. How should I list that on my resume?

If you have a name for your company, use that and list it the same way as your other jobs. If you do not have a company name, you can simply use your name, such as "Sandra Smith Consulting." Your title can be the actual task you perform, such as jewelry designer, tax accountant, artist, or owner.

I have done a lot of freelance work in the past 5 years. How do I list that?

One way to list it is to use "Freelance Work" or "Independent Contractor" as your job title and list your accomplishments under that. You can also use the same titles as a section heading and list select projects you have done under that. You would want to pick and choose the assignments that make you the most desirable candidate for the position you are applying for.

How do I write a resume if I am interested in more than one type of job?

You should create a different resume for each type of job you are interested in. If you are applying for more than one job within the same company, it is best to use the same resume; make your profile broad enough that it would cover the kinds of jobs in which you have an interest.

I volunteer for political, religious, and other possibly controversial organizations. Should I include these on my resume?

This is a personal decision. There is always the risk that this information could hurt your application, and the potential employer may make a judgment about you and whether or not you will fit in with the culture of their organization. It is important, however, to be true to yourself and proud of your affiliations. Ultimately, it is up to you. Of course, if the information clearly supports your objective and career goals, you would want to include it.

Should I list hobbies and interests on my resume?

Generally speaking, no. However, if there is a strong correlation between your hobby and the job you are applying for, you may want to include it.

How should I format my resume when emailing it?

Employers who request that you submit your resume by email will often specify the format in which it should be submitted, typically as a .pdf or .doc. If not, it is a good idea to include your resume both as an attachment and in the body of the email text.

Action Verb List

The verbs listed below are only a few of the many you can use in describing your experience and accomplishments. Make sure you have an action verb for each entry in your experience section.

accelerated	delegated	installed	recorded
accomplished	demonstrated	instituted	recruited
achieved	designed	instructed	reduced
adapted	determined	interpreted	re-established
adjusted	developed	introduced	regulated
aided	devised	launched	rehearsed
allocated	devoted	led	reinforced
amplified	diagnosed	lectured	renegotiated
analyzed	diagrammed	listed	reorganized
answered	directed	maintained	reported
applied	displayed	managed	researched
appointed	distributed	modified	reshaped
approved	edited	molded	restored
arbitrated	effected	monitored	revamped
arranged	eliminated	motivated	reviewed
assisted	employed	negotiated	revised
assumed	encouraged	observed	scheduled
attained	enlisted	operated	selected
augmented	established	orchestrated	set up
awarded	estimated	organized	simplified
began	evaluated	oriented	solved
brought	examined	originated	specialized
built	expanded	oversaw	stimulated
calculated	expedited	overhauled	streamlined
catalogued	extended	participated	structured
chaired	fabricated	performed	substituted
compared	focused	persuaded	suggested
compiled	forecast	planned	summarized
completed	fortified	pinpointed	supervised
conceived	founded	prepared	supported
conducted	generated	presented	systematized
constructed	guided	preserved	teamed
consulted	handled	produced	trained
contracted	harmonized	programmed	treated
contrived	headed	promoted	tutored
controlled	implemented	proposed	unified
cooperated	improved	proved	updated
coordinated	incorporated	provided	used
counseled	increased	ran	utilized
created	influenced	received	volunteered
dealt	initiated	recommended	widened
defined	inspected	reconciled	worked
			wrote

Resume Review

First Impression of Resume:

Resume Critique	Yes	No	Sort of	Comments
Fewer than two pages				
Easy to read				
Clear headings				
Bulleted statements				
One font only				
Font size is easy to read (11 or 12 point)				
Limited use of all capital letters				
Limited use of bold, italics, and underlining				
Margins are not too small or too big				
Includes a professional email address				
Includes easy-to-find contact information				
Correct spelling throughout				
Correct grammar throughout				
Consistent formatting				
Minimal professional jargon				
Emphasizes achievements vs. tasks				
Includes sufficient quantifiable information				
Would you call this person for an interview?				

What would you say are this person's top two or three skills?

What type of jobs do you think this person is applying for?

Please circle any technical words, jargon, or abbreviations that you do not understand.

Sample Resume 1

SARAH SMITH

123 Main Street
Hicksville, NY 11801
Sarah.Smith@alumnae.smith.edu
LinkedIn.com/in/ssmith
516-555-1212

Exceptional mission driven professional with intellectual quickness, people skills and resourcefulness

Fundraising and **Sales**

- Engage new donors at all levels of an organization
- Introduce and sell clients on new and innovative marketing ideas to help increase revenues and fundraising efforts
- Utilize sales contact tracking programs, including ACT and Salesforce
- Execute sustainable strategies for individuals, corporations, and foundations

Communications • Skills •

- Communicate with passion, sincerity and brevity
- Listen and respond to donors' needs while providing the highest level of customer service
- Turn complex language into accessible materials
- Use various types of social media, including LinkedIn, Twitter, Facebook, and Blogger to convey mission
- Develop strategic and tactical marketing plans that supports an organization's mission
- Develop impressive and persuasive PowerPoint presentations
- Present to small and large groups effectively

Leadership Abilities

- Strong management skills including budgeting, tracking, analysis and reporting
- Interact effectively with a wide range of personalities and at all organizational levels
- Demonstrate leadership, team building and personnel management abilities
- Adapt to changing needs, circumstances and organization's goals
- Systematically identify, isolate and resolve complex issues
- Extremely organized and adept at organizing others
- Manage multiple projects with ease, set priorities, work within budgets and meet deadlines
- Use a positive attitude to work with a diverse population of colleagues

Nonprofit Experience

Year Up

2002 – present

New York, NY

Business Communications Tutor

Year Up is a one-year, intensive training program that provides urban young adults 18-24, with a unique combination of technical and professional skills, college credits, an educational stipend and corporate internship.

- Tutor 8 students each year to communicate verbally in a professional environment
- Teach English grammar, essay writing, resume writing, e-mail etiquette, rhetorical analysis, and presentation skills to 25 students four time a year.
- Mentor three young adults through a year-long education and corporate internship.
- Organize fundraising dinner which netted \$34,000 in 2011 and \$26,000 in 2010.

Harlem Children's Society (HCS)

2009 – present

Communications Liaison

New York, NY

Harlem Children Society is dedicated to promoting and evolving an innovative, extremely high-end, one-on-one, hands-on scientific research programs in bio/medicine, engineering, technology & allied fields.

• Consult to the president and the board monthly on social media strategy.

- Serve as a spokesperson representing the organization at ten events annually in the community.
- Act as the primary liaison with advisory boards, building relationships, conveying HCS's agenda and negotiating on its behalf.
- Maintain positive relations with government officials, community organizations, and businesses advancing HCS's mission & vision.
- Advance capital campaign by including two brochures and seven FAQ sheets as fundraising materials.

Publishing and Sales Experience

BZ Media

Associate Publisher/National Sales Director

1999 - 2011New York, NY

BZ Media LLC is a high-tech media company that produces technical conferences and expositions, and publishes magazines and websites in the software development, SharePoint and mobile development markets. BZ Media has been on a rapid growth path and was named one of Inc Magazine's 5,000 fastest-growing privately held companies.

- Promoted from Regional Sales Manager and Sales Manager
- Brought the once rated #22 developer/technical publication to the #2 rated publication in number of ad pages, despite downturn in magazine ad spending over the preceding few years.
- Managed and sold 100% of magazine and online marketing opportunities for **Software Test & Performance** magazine for eighteen straight quarters.
- Responsible for profitable sales by continuously building and expanding good relationships with key accounts/partners through frequent contacts by telephone, personal visits and trade shows.
- Consistently developed six to eight new prospects and lead market initiatives quarterly.
- Sold 100% of exhibitor booth spaces and sponsorships for the Software Test and Performance Conferences and FutureTest Conference.
- Exceeded weekly call, budget, activity and targets on a regular basis.
- Ensured that follow-up was completed with all partners within a week of initial contact.
- Major clients included IBM, Computer Associates, Compuware and Hewlett-Packard.
- Personal sales averaged over \$850,000 per year.
- Launched start-up publication and managed all sales for **Software Test & Performance** magazine.
- Managed and organized the largest sales territory for *Software Development Times*.

1996 - 1999 **Cygnus Publishing** Melville, NY

Regional Sales Manager for Northeast and Southeast U.S.

Cygnus Business Media reaches millions of professionals annually. As one of America's top business-to-business media companies, Cygnus is leading the way in providing targeted content to top decision-makers and organizations.

- Managed and sold all magazine and online marketing opportunities for *Advanced Imaging* magazine.
- Major clients included NEC, Texas Instruments and Toshiba.
- Personal sales averaged \$500,000 per year.
- Led sales team in sales totals for 1998 and 1999.

Publications and Presentations

FOLIO Conference Fall 2007 Presenter for *The Importance of Tracking Sales Leads* New York, NY

FOLIO magazine November 2006

Published article "Leads Are Not The Final Word In Sales"

Education

Smith College

Bachelor of Arts, English Northampton, MA

Sample Resume 2

Susan Smith

Susan.smith@gmail.com linkedin.com/in/ssmith 413.555-1212 | 4545 27th, Woodside, NY, 11377

Naturally Strategic: experienced at analyzing metrics to support change and produce results
Clear Communicator: skilled at using creative and varied methods to reach target audience
Goal Oriented: enjoy problem solving, identifying core issue, suggesting solutions and eliminating distractions
Relationship Driven: skilled at developing and maintaining relationships with consultants and partners

PROFESSIONAL EXPERIENCE

School Choice International (2009-present) Director of Private Client Services

- Analyze trends to streamline and automate client services process for 90 consultants worldwide
- Manage all private client consultations world wide, ensuring high-touch service for all clients
- Simplify and restructure weekly financial update to help analyze growth and profitability
- Promote consulting services to companies, such as Goldman Sachs, PepsiCo, and GE

Research Analyst

- Structured global educational policy for fifteen multinational companies, such as Accenture
- Produced content for subscription-based website profiling educational systems around the world
- Wrote articles for expatriate and education-related magazines, online forums, and blogs
- Present at national conferences on education and relocation issues

New Graduate Director, Alumnae Association Board of Directors, Smith College (2008-2010)

- Recruited to participate in monthly conference calls and attend bi-yearly meetings at Smith College
- Created Smith Alumnae in South Asia, SASA, online community for international alumnae

Fulbright Scholar, Toronto (2008-2009)

- Created research project on second-generation South Asian immigrants
- Interviewed 20 Bangladeshi immigrants and analyzed data

PUBLICATIONS

Peterson, B. E. & Smith S. (2009, October). Third Culture Kids and the Consequences of International Sojourns on Authoritarianism, Acculturative Balance, and Positive Affect. *Journal of Research in Personality*, 43(5), 755-763.

Smith, S. (2010, June). Blending Colors. Among Worlds, 12(5), 20-22.

Smith, S. (In Press). Four TCKs, One Portrait. In Sichel, N., & Bell-Vilada, G. (Eds.), *Writing Out of Limbo: International Childhoods, Third Culture Kids and Global Nomads*. Cambridge Scholars Publishing.

EDUCATION

Smith College, Northampton, MA, B.A. May 2008

Psychology Major, **GPA:** 3.90 (Summa Cum Laude)

Thesis: Third Culture Kids: Factors that Predict Psychological Health After Repatriation (Highest Honors)

Phi Beta Kappa, inducted junior year, top 3% of class (2007)

Fulbright Scholar, conducted research in Toronto, Canada (2008-2009)

Kahn Liberal Arts Institute Fellow, conducted qualitative research on Third Culture Kids (2006-2007)

Sample Resume 3

Christine Smith

16 Main Street Philadelphia, PA 19102 617-555-1212

christine.smith@alumnae.smith.edu LinkedIn.com/in/chrissmith

Public relations and fundraising professional skilled in networking and developing story ideas

Writing

- Thorough knowledge of the writing process from first draft through final copy
- Excellent research and interview methodologies
- Demonstrated knowledge of the editing process
- Received society of Professional Journalists/Mark of Excellence award for magazine article

Communication

- Exceptional verbal, writing, and editing skills with tremendous attention to detail and quality
- Turn complex, technical language into accessible, compelling speeches, articles, and web content
- Highly computer literate, including social media

Leadership

- Manage complicated assignments with multiple contributors, editors and stakeholders
- Organize, manage, and implement all stages of a project
- Dynamic self-starter, highly motivated, and comfortable taking initiative

Fundraising & Events Management

- Outcome-oriented goal-setter, skilled at delivering measurable results
- Able to plan & manage both weekly events & special events
- Successful fundraiser with direct mail, drives, grant writing, business, & in-person asks
- Skilled at grassroots marketing, social media, & public speaking
- Talented & persuasive writer, experienced at crafting engaging & creative marketing pitches

Technical skills

- Microsoft Office Suite
- Adobe InDesign, Adobe Dreamweaver, & Adobe Photoshop
- Giftworks Fundraising Software & Millennium Xbase 6.5
- Constant Contact
- LinkedIn, Facebook & Twitter
- Wordpress & Blogger
- GoToWebinar

Professional Experience

Philadelphia Animal Welfare Society, Philadelphia, PA

Public Relations and Fundraising Associate, 2007 - Present

- Design, write and pitch articles to local and national media outlets
- Write articles and layout quarterly newsletter

- Coordinate three photographic exhibits annually of animals in foster care by securing photographers, animals, venues, and publicity for openings
- Research potential donors and grantmakers used as background for solicitations
- Assist in providing info to the public on animal adoption and foster care

Key Accomplishments

- Assist in organizing two annual fundraising events, totaling \$68,000 in donations in 2011
- Write grant proposals securing \$230,000 in grant funding in 2011, and increase of 38% from 2010
- Increased animal adoptions by 14% in 2010 and 22% in 2011

The Philadelphia Inquirer, Philadelphia, PA

Editorial Assistant, 2004 – 2007

- Assisted six senior reporters with research for their stories
- Wrote and confirmed obituaries
- Answered callers' questions and complaints, providing follow-up and superior customer service
- Scheduled photo assignments for fourteen staff photographers

Key Accomplishments

- Reported and wrote 131 feature and hard news stories
- Stories included profiling 18 year old runners in the Philadelphia Marathon to interviewing the Girl Scouts about the increase in cookie sales to compiling box scores for high school sports

Bryn Mawr, Alumnae Association, Bryn Mawr, PA

Alumnae Data Coordinator and Gift Processor, 2000 – 2004

- Coordinated all event registrations, logistics, timelines, and budget for twelve annual events
- Responsible for direct mail, marketing and promotional mailings of class newsletters
- Processed all gifts of securities, stock, and gift transfers, including major gifts
- Executed and organized online registration, housing assignments, and schedule for Reunion Weekend
- Managed student worker staff of 10 during Reunion Weekend
- Maintained database and reports (Millennium Xbase 6.5) which consisted of over 9,000 records

Key Accomplishments

- Designed a more effective gift processing system, decreasing time spent on inputting data by 22%
- Decreased mailing of class newsletters by 48% by increasing the number of alumnae electing to receive e-newletters

Philadelphia Playground Project, Philadelphia, PA

Volunteer Recruitment Assistant, 1998 – 2000

- Managed volunteers, including overseeing allocation of volunteers and revising assignments where needed, answering questions, and troubleshooting
- Reviewed and edited all flyers, advertisements, and other written materials
- Created spreadsheets to organize volunteers and call lists

Key Accomplishments

- Raised over \$35,000 to fund playground activities and improvements in 2000 and \$26,000 in 1999
- Recruited over 200 volunteers to staff annual spring fair and other activities throughout the year

Education

Smith College, Northampton, MA Bachelor of Arts in English, May 1998