

RESUME WRITING AND SAMPLES

A resume is a professional document that outlines and highlights your unique qualifications including your competencies, skills and experiences. It's a marketing tool, not a historical chronicle. Its purpose is to generate the interest of a potential employer to secure you an interview.

Career Tip

Please attend PCA Drop-ins for resume help before scheduling an appointment!

The Resume: First Impressions Count

- Your resume is a reflection of you. If it is sloppy, has grammatical or spelling errors or is incomplete, it will reflect poorly on your work habits.
- It takes time and thoughtfulness to develop a solid resume, but that time and energy is well worth it.
- An employer initially spends an average of 30 seconds reviewing a resume. Thus, yours must be concise, easy to read and organized.

For a sample CV see page 69.

Resumes vs. Curriculum Vitae (CVs)

- Resumes include the most important information. Resumes for young professionals should be one page highlighting your most relevant skills and experiences. Resumes are used in the USA for most professional jobs.
- Curriculum Vitae (CVs) are comprehensive documents, that can be a few pages long, that chronicle all of your experiences, publications/presentations and skills. CVs are usually used in academia, teaching, research, medicine and internationally.

RESUME FORMATTING GUIDELINES

- No more than one page in length for students/recent graduates.
- Margins should be no less than .5" all around.
- An easy to read font such as Calibri, Times New Roman or Arial should be used.
- Use only black font, no colors.
- Use a font size of 10-12 points; except for your name which should be a slightly larger font.
- Carefully and consistently use formatting tools such as bold, italics, underlining and centering to make it visually appealing and helpful for the reader to easily identify the most important information.
- Include the most important information on the top half of the resume and left-hand side.
- Divide your resume into sections.
- Entries need to include: position/title, organization, city, state and month/year date ranges.
- Entries within a section must be in reverse chronological order (newest to oldest) by end date.

Federal Resumes

If you'll be applying for federal jobs (found on USAJobs.gov) there are different rules and formats for resumes to uphold. In particular, federal jobs do not care about the length and, in fact, it is your advantage to have a 2-3 page resume. Schedule an appointment with a Career Counselor to further discuss.

Career Tip

Tailor your resume to the position! Use jobscan.co to check how tailored it is.

SIX TIPS TO BEAT AN APPLICATION TRACKING SYSTEM (ATS)

1. **Echo Keywords Exactly** — Be sure to use keywords that match the job description *exactly*.
2. **Choose Standard Format** — Use a reverse chronological resume, divided into sections and left alignment.
3. **Don't Use Headers and Footers, Columns or Graphics** — These are unreadable to an ATS.
4. **Use a Conservative, Black Font** — Don't pick a hard to read font and keep all text in black.
5. **Use Standard Headings** — Such as Experience, Employment History, etc.
6. **Write Out All Acronyms** — Always spell out the first time followed by the acronym in ().

Utilize Jobscan.co to do an analysis of your resume compared to the job description!

*Adapted from *Jobscan Blog* <https://www.jobscan.co/blog/the-top-simplest-six-tricks-to-beat-applicant-tracking-systems>

DO'S AND DON'TS OF RESUME WRITING

Do:

- Make your name stand out
- Put Education section first
- Use reverse chronological order
- Put most relevant information first
- Have consistent formatting
- Start each bullet with an action verb
- Divide into appropriate sections

Don't:

- Use a nick name
- Forget to include a phone number and email address
- Forget to list study abroad under education
- Include a GPA below a 3.0
- Write references available
- Use paragraphs
- Have any typos or misspellings

Create a Targeted Resume

- A Resume which highlights competencies and accomplishments directly related to your career field of interest is imperative. Having a very generic resume won't make you stand out.
- Put most relevant experiences higher on the resume or format the resume including a "relevant experience" section.
- Review job postings from careers of interest and be sure to include **keywords** on your resume.
- Write your bulleted statements to address the skills sought and to demonstrate the competencies you have developed that would be applicable to the position.
- Many organizations use an Application Tracking System (ATS) which screens resumes using keyword searches and algorithms to determine if your resume gets reviewed by a person.

Certified Resume and Rubric

To ensure students/alumni are using appropriate, professional resumes, the Career and Internship Center developed a Resume Rubric to follow. Use the resume rubric and sample resumes on the following pages to assist in developing a strong resume. To have your resume certified, upload it into CareerSaint. If it follows the guidelines of the rubric, it will be certified.

To learn more about uploading resumes in CareerSaint see page 15.

To review the Resume Certification Rubric see page 23.

Presenting Your Resume

Since your resume reflects you, any time you present your resume you want to do so in a professional manner.

Hard Copies

If you will be handing out hard copies of your documents — at a career fair or by mailing it — print it on good paper. That means using bonded stationery in white or off white/cream bought at an office supply store.

Emailing/Online Applications

Today, to apply to most positions you will either have to email your documents or complete an online application and upload your resume.

- It's a good idea to save the final copy of your resume as a pdf to ensure the format of your resume stays intact.
- When saving it, include your name and the document type. That way hiring managers will easily know what type of document they are opening and whose document it is. For example, "Joe E. Siena Resume."

Career Tip

Save your Resume as Joe E. Siena Resume

Resume Assistance

Need resume help? Come to the Career and Internship Center in Foy Hall. Peer Career Advisors are available weekdays for Drop-ins or schedule an appointment with a Career Counselor.



CONTENT TO INCLUDE ON A RESUME

EDUCATION:

Academic Background, Minors, Concentrations, GPA, Related Coursework, Select Coursework, Senior Thesis, Certifications, Licenses, and Study Abroad

EXPERIENCE:

Academic Projects, Global Experience, Independent Research, Internship Experience, Military Background, Professional Experience, Related Experience, Related Projects, Work Experience, and Job Shadowing/Observations

ACTIVITIES:

Affiliations, Associations, Athletic Achievements, Civic Activities, Community Involvement, Extracurricular Activities, Leadership Experience, Professional Activities, Professional Memberships, and Volunteer Work/Volunteerism

HONORS:

Academic Honors, Accolades, Achievements, Awards, Commendations, Distinctions, Fellowships, and Scholarships

SPECIAL SKILLS/TRAINING:

Certifications, Language Competencies, Licenses, Professional Certifications, Software/Hardware, Special Training, and Technical Skills

CRAFTING RESUME BULLETS

The most challenging part of writing a resume is composing impactful bulleted statements. Each experience listed should include a minimum of two bullets detailing your impact.

- Start each bullet with an **action verb** and use a variety of verbs
- Use statements, not full sentences. Omit any personal pronouns (**I, me, we, their**) and articles (**a, an** and **the**)
- Be succinct but detailed. Describe what you did and how it benefitted the organization in one to two lines
- Describe the specific actions you took to achieve an objective or solve a problem
- Focus on competencies that relate to your intended field
- Include two to four bulleted statements. You don't have to include every job duty, just the most important and relevant
- Describe the results of your efforts. Quantify whenever possible
- Organize the bullets with the most relevant and important skills first
- Do not write, "responsibilities included..."
- Avoid writing statements that are common knowledge or obvious (i.e. wait staff—took orders and delivered food)

For a list of action verbs see page 22.

BULLET STATEMENT EXAMPLES

1. Good Statement:

Took orders and served food to customers

Better Statement:

Maintained a friendly and professional manner when dealing with 100 customers in a fast-paced, family-friendly restaurant

Starts with a stronger action verb, added specificity and focused on competency developed

2. Good Statement:

Completed payroll

Better Statement:

Managed weekly payroll in amounts exceeding \$50,000 utilizing Quickbooks

Complete thought, added numbers, included a specific software utilized

BULLET STATEMENT IDEA LIST

Brainstorm content for your bullets by thinking about what you have accomplished at your various experiences.

Use these questions to help you generate ideas.

- What did you learn?
- Why were you hired/promoted?
- What challenges did you face and how did you solve them? (CAR: Challenge, Action, Result)
- What goals did you meet?
- Did you accomplish something you can quantify?
- Did you identify any problems or challenges?
- Did you resolve or minimize any problems?
- Did you create any original works: reports, brochures, newsletters, guides, manuals, proposals, contracts, etc.?
- Did you produce results or reports whose recommendations were well received by your team and whose suggestions were incorporated into their future planning?
- Were you a contributing team member? And how.
- Did you make any recommendations that saved money, made money, increased efficiency or productivity?
- Did you successfully collaborate on a group project?
- What did you do that was above and beyond the normal job duties?
- How did you stand out among other employees?

Use these questions to improve the content of your bullets

- What competencies meet the job description and are most relevant to the reader?
- Does this bullet support my goal?
- Will it interest the reader?
- Can I state it in a shorter phrase?
- Is it already stated elsewhere on the resume?
- Did I highlight the skills I developed (not tasks completed) at this experience?
- Is the content specific?

Remember:

- **The goal of your resume is to be selected for an interview. Avoid dry, detailed laundry lists of duties.**
- **Give readers credit for knowing basic job functions.**
- **You don't have to say everything.**
- **Describe in specific but brief, crisp language your contributions.**

Career Tip

Focus your bullets on a competency not a task!

Some content used with permission: Louise Kursmark www.yourbestimpression.com

COMPETENCIES AND RESUME BULLETS SAMPLES

Write bullet statements that reflect the competencies you developed through your various experiences. Below are some examples.

Critical Thinking

- Analyzed data and proposed a new procedure to alleviate use of paper for weekly inventory

Communication

- Created, wrote and designed weekly how-to posts for company's Twitter account

Teamwork

- Researched the historical context of a mansion's design as part of a four person interdisciplinary team

Technology

- Utilized Point of Sale (POS) ordering software to accurately input food and beverage orders

Leadership

- Delegated duties to a six person committee to ensure all facets of the event were carefully planned and executed

Professionalism

- Maintained patient confidentiality while assisting doctor in recording daily patient progress notes

Career & Self Development

- Proposed to supervisor and initiated work on an internship manual to assist with transitioning projects to next intern

Equity & Inclusion

- Provided feedback on a diversity training program the organization was developing

BULLET WRITING STEPS

To help you craft well written bulleted statements follow these steps.

- From your brainstorming on the previous page, decide on what competency/skill you want to highlight in a bulleted statement.
- Complete the four questions below.
- List a few possible action verb (see page 22) choices.
- Put it all together. Write a detailed bulleted statement (about one line long) focusing on the competency developed and resulting accomplishments; not on tasks completed.

WHAT DID YOU DO?

What skills/competencies did you develop?

Example: summer camp counselor, counseled students, communicated with parents

+

HOW DID YOU DO IT?

Specific tools, resources, or technology (transferable skills)

Example: professionally, daily, orally

+

ELABORATE WITH DETAILS.

How often? What was the purpose? Who was involved? How many? (Use numbers when possible.)

Example: ages 6-8, 10 campers, oversaw 2 counselors-in-training, member of 9 person team

+

WHAT WERE THE RESULTS?

What did you accomplish or improve? Did you meet or exceed a goal? Did you create something new? (Use numbers when possible.)

Example: positive feedback from families and supervisors, offered promotion, resolved conflicts

POSSIBLE ACTION VERBS

Example: Communicate, engage, instruct, teach

FINAL BULLETED STATEMENT

Example: Engaged a group of 10 middle school aged students in daily athletic activities ensuring campers learned skills and had fun

Career Tip

Your resume needs to show great attention to detail. Don't have careless errors on it.

RESUME WORKSHEET



Your Name

Mailing Address (optional)

Email Phone

Your name should be a larger font and bold. You must include a phone and email address. A mailing address is optional

EDUCATION

Siena College, Loudonville, NY
BA or BS in Major, Month and Year

GPA:

Relevant Courses: list in order of importance the full name of classes taken in the field

The education section should be your first section

Only include GPA if over a 3.0

College /High School Name, City, State (if you earned a degree somewhere else or **studied abroad**)

Degree earned, Date (or semester abroad)

List high school ONLY if a first or second year student

RELEVANT EXPERIENCE

Position title, **Company Name/Organization**, City, State Month, Year – Month, Year

- Bulleted statements describing your duties and accomplishments
- Should include 2-4 bulleted statements per experience

Experience can be internships, employment, research, significant class projects, volunteer work, etc.

Position title, **Company Name/Organization**, City, State Month, Year – Month, Year

- Start each bullet with an action verb
- Write bulleted statements that matter. See previous pages for help.

Use reverse chronological order (newest to oldest by end date)

ADDITIONAL EXPERIENCE

Position title, **Company Name/Organization**, City, State Month, Year – Month, Year

- Keep the same format as above
- Bullets may or may not be necessary depending on space

Include here additional jobs, etc. that you have worked that aren't relevant. If you don't have enough experiences yet combine these two sections

CAMPUS AND COMMUNITY INVOLVEMENT

Position title, **Organization**, City, State Month, Year – Month, Year

- Bullets may or may not be necessary depending on space
- Keep the same format

Include clubs, volunteer work, athletics, etc. that you are involved in during college (high school only if a first or second year student)

COMPUTER or FOREIGN LANGUAGE SKILLS

Include level of familiarity with with language or software (i.e. Fluent in French, Proficient with Java, C+)

Include only hard skills like computer, software or foreign language skills

HONORS/AWARDS (optional)

Recipient, **Name of Award**, Organization, Month, Year

Include any additional sections that make sense for your resume if space allows.

This worksheet is to help you get started. Customize your resume to fit your needs.

ACTION VERBS

PLANNING

Administered
Allocated
Anticipated
Commissioned
Determined
Developed
Devised
Evaluated
Forecasted
Formulated
Identified
Planned
Prepared
Prioritized
Researched
Reserved
Revised
Strategized
Studied
Tailored

ORGANIZING

Acquired
Activated
Adjusted
Allocated
Arranged
Assembled
Assessed
Authorized
Cataloged
Classified
Collected
Committed
Confirmed
Contracted
Coordinated
Customized
Delegated
Designated
Designed
Dispatched
Established
Facilitated
Housed
Implemented
Incorporated
Instituted
Issued
Linked
Logged
Obtained
Ordered
Procured
Programmed
Recruited

Retrieved
Routed
Scheduled
Secured
Selected
Simplified
Sought
Suggested
Tracked

EXECUTING

Acted
Administered
Collected
Completed
Conducted
Displayed
Distributed
Enacted
Exercised
Forwarded
Installed
Operated
Performed
Processed
Produced
Proved
Shipped
Sold
Stocked
Transacted

LEADERSHIP

Adjusted
Analyzed
Assessed
Built
Certified
Chaired
Compared
Controlled
Corrected
Developed
Directed
Discovered
Elected
Encouraged
Established
Examined
Explored
Facilitated
Founded
Inspected
Inspired
Judged
Launched
Led

Licensed
Maintained
Measured
Modified
Monitored
Officiated
Overhauled
Oversaw
Pioneered
Prohibited
Promoted
Refined
Regulated
Reviewed
Revised
Scrutinized
Stimulated
Strengthened
Supervised
Tightened
Trained
Updated

PROBLEM SOLVING

Alleviated
Analyzed
Brainstormed
Collaborated
Conceived
Created
Debugged
Decided
Deciphered
Detected
Diagnosed
Engineered
Foresaw
Formulated
Found
Investigated
Recommended
Remodeled
Repaired
Revamped
Revitalized
Satisfied
Solved
Synthesized
Theorized

COMMUNICATING

Adapted
Addressed
Clarified
Communicated
Composed
Concluded

Consulted
Convinced
Corresponded
Critiqued
Dedicated
Defined
Deliberated
Demonstrated
Drafted
Edited
Educated
Explained
Extracted
Greeted
Highlighted
Illustrated
Improvised
Indicated
Informed
Instructed
Interpreted
Interviewed
Justified
Lectured
Marketed
Mediated
Moderated
Negotiated
Persuaded
Presented
Publicized
Questioned
Referred
Reinforced
Reported
Represented
Shaped
Specified
Spoke
Submitted
Suggested
Summarized
Supplemented
Surveyed
Synthesized
Systematized
Taught
Tested
Translated
Transmitted
Verified
Welcomed
Wrote

INTERPERSONAL/ TEAMWORK

Adapted
Advised
Advocated
Aided
Answered
Arranged
Cared for
Clarified
Coached
Collaborated
Contributed
Cooperated
Counseled
Demonstrated
Diagnosed
Enabled
Encouraged
Ensured
Expedited
Facilitated
Focused
Furthered
Guided
Initiated
Insured
Interacted
Intervened
Involved
Listened
Mediated
Moderated
Motivated
Negotiated
Prevented
Provided
Referred
Rehabilitated
Represented
Resolved
Simplified
Supplied
Supported
Volunteered

Career Tip

Start each bullet with a unique action verb to make your resume stand out.

Career Tip

Upload your resume into CareerSaint to initiate the certification process.

RESUME CERTIFICATION RUBRIC

<p style="text-align: center;">REQUIRED</p> <p><i>The resume must meet these basic requirements to be considered for certification</i></p>	<p style="text-align: center;">OPTIONAL</p> <p><i>If the resume includes optional info, it needs to follow these guidelines. Please note that these things <u>don't</u> have to be included</i></p>	<p style="text-align: center;">NOT ACCEPTABLE</p> <p><i>The resume will not be certified if the section includes info listed below and/or if the section is missing the basic requirements</i></p>
<p>CONTACT INFORMATION SECTION <i>Goal: To ensure a reviewer can easily reach you</i></p>		
<ul style="list-style-type: none"> FIRST and LAST name 1 phone number 1 "professional" email Information is positioned at the TOP OF THE PAGE 	<ul style="list-style-type: none"> The name may be 12-18 PT. font & bolded, centered If includes, URLs must be CUSTOMIZED Full mailing address or just city, state 	<ul style="list-style-type: none"> Photos and/or graphics "Personal" information Missing this section entirely Name, email, or phone NOT included
<p>EDUCATION SECTION <i>Goal: To convey your academic qualifications and training</i></p>		
<ul style="list-style-type: none"> For current students, education is at the TOP (directly under Contact Info) CORRECT degree information (BA or BS) (as outlined by the catalog) ADDITIONAL declared majors/minors/concentrations (if applicable) MONTH & YEAR of grad date included Siena College is LISTED FIRST, followed by additional schools (in reverse chronological order) WHERE DEGREES WERE EARNED <ul style="list-style-type: none"> AFTER sophomore year, high school info must be REMOVED Each institution listed includes the name, city, state, and when the degree was/will be earned (month and year) Siena College is spelled correctly Siena College LOUDONVILLE, NY is entry 	<ul style="list-style-type: none"> GPA's over 3.0 listed Study abroad institution(s) and semester(s) abroad Relevant coursework (not all courses) is listed (may also be in a separate section) Honors and Scholarships with dates and clarifying information if necessary (may also be in a separate section) 	<ul style="list-style-type: none"> This section is placed at the MIDDLE or BOTTOM of the resume Incorrect degree listed and/or missing declared major(s) Graduation month and year not listed Siena College is NOT listed first and/or additional schools are NOT listed in reverse chronological order The entry is missing important details about each institution (i.e. location, dates) Siena College is misspelled Siena College LOUDONVILLE, NY is misrepresented Outdated entries are included (i.e. high school information is still listed after SOPHOMORE YEAR) GPA lower than 3.0 is listed
<p>RELEVANT/WORK EXPERIENCE <i>Goal: To contextualize your skills and qualifications, and demonstrate relevance to the desired position</i></p>		
<ul style="list-style-type: none"> Each entry includes: POSITION TITLE, ORGANIZATION, LOCATION (city/state or city/country), and DATES (month/year) Reverse chronological order by end date used No more than 1 error relating to reverse chronological order Utilizes bullet point formatting Bullets start w/ STRONG action verbs Bullets are 1-2 lines long Same action verb is repeated no more than once The bullets highlight competencies/ achievements related to each position with adequate quantification and details Each entry has 2-6 bullets No more than 1 experience is outdated/ irrelevant Correct verb tense is used (present or past). No more than 2 bullets have incorrect tense 	<ul style="list-style-type: none"> The bullets are in order of importance as relevant to the position Entry information may or may not include font enhancements The position title may or may not be listed first Dates may be abbreviated as long as the format is consistent throughout For upperclassmen, include relevant quantifiable industry experience 	<ul style="list-style-type: none"> Entries do NOT include position title, organization, location (city/state/country), and dates Bullets use WEAK verbs Action verbs are repeated frequently Reverse chronological order is NOT used The bullets lack detail and/or context (WHAT, HOW, etc.) The bullets do not address one's accomplishments Bullet length is too short or more than 2 lines Use of a paragraph format instead of bulleted descriptions Entries have less than 2 or more than 6 bullets MOST action verbs are in the incorrect tense

ADDITIONAL SECTION(S) <i>Goal: To showcase additional relevant or interesting information that does not appear elsewhere on the resume.</i>		
<ul style="list-style-type: none"> Section headers accurately reflect the content Each entry includes: POSITION TITLE, ORGANIZATION, LOCATION (city/state or city/country), and DATES (month/year) No more than 1 error pertaining to reverse chronological order No more than 1 entry with less than 2 bullets/entries (or all entries have no bullets) Only hard skills listed and level of proficiency is missing for no more than 1 	<ul style="list-style-type: none"> Resume does NOT need to include any additional sections if it meets the page length requirements Language/Technical skills includes level of proficiency Additional sections may include: Skills, Research, Class Projects, Honors/Awards, Community/Volunteer Service, Campus Involvement, etc. 	<ul style="list-style-type: none"> NO or Inaccurate headers are used Position titles, organization, location and dates of involvement are NOT listed Reverse order is NOT used Includes soft skills Language/Technical skills do NOT include level(s) of proficiency Formatting differs from rest of the resume
OVERALL APPEARANCE AND FONT <i>Goal: To ensure the resume is easy to read and that the formatting draws attention to your strengths.</i>		
<ul style="list-style-type: none"> Overall appearance is visually pleasing and no apparent template was used Fills a SINGLE page or at least 3/4s of a page, but NO MORE than one page Professional, readable font & size (10-12 PT. font) Margins are between 1/2-1 inch All formatting is CONSISTENT throughout the entire document No more than 2 entries are out of reverse chronological order No more than 2 formatting and/or spacing errors The resume is clearly labeled with headings No design elements were used (i.e. graphics, colored fonts) 	<ul style="list-style-type: none"> The resume may be somewhat crowded, but should NOT be so text dense that it is hard to decipher between entries and/or sections The resume may or may not draw visual interest through the use of bolded, underlined, and/or italicized text If periods are used at end of bullets, used on all bullets 	<ul style="list-style-type: none"> No "References Available Upon Request" and/or listing of references No objective statement No summary paragraph (This may not apply to alumni) Template and/or colored font was used Exceeds 1 page (This may not apply to alumni) or does NOT fill at least 3/4s of the page The layout is cramped or too spread out (i.e. no white space or excessive white space) Font style is inappropriate Font size is NOT between 10 and 12 pt. Margins are less than 1/2 inch or more than 1 inch Headings are NOT used NO bullets are full sentences There are 3 or more inconsistencies with spacing Tabs, margins, bullets are NOT aligned
GRAMMAR AND MECHANICS <i>Goal: To ensure your resume is polished and demonstrates attention to detail</i>		
<ul style="list-style-type: none"> Contains no more than 1 typo/misspellings Grammar is correct (i.e. verb tense, pronouns) No more than 1-2 minor errors (punctuation or spacing) NO personal pronouns are used (i.e. I, me, he, she, they, them, our) 		<ul style="list-style-type: none"> More than 1 typo/misspelling More than 2 verb tenses are incorrect Bullets contain numerous errors and cannot be understood Use of personal pronouns

For a list of content to include on a resume see page 18

Visit Siena Career and Internship Center Center's YouTube channel for resume writing tutorial videos

FIRST YEAR STUDENT SAMPLE

Freshman Snyder

315 Mechanic Rd, Latham, NY 12211
fsnyder@siena.edu (518) 555-5050

EDUCATION:

Siena College, Loudonville, NY May 2025
Bachelor of Arts in Biology
Albany Medical College Program Participant

Guilderland Central High School, Guilderland, NY June 2021
Regents Diploma with Honors

VOLUNTEER EXPERIENCE

Family Room Volunteer, **Ronald McDonald House**, Albany, NY July 2019 - Present

- Provide support to families coping with an ill or injured child by preparing meals
- Ensure all rules and policies of the Family Room are followed
- Volunteer approximately 30 hours monthly

EXTRACURRICULAR ACTIVITIES

Member, **Red Cross Club**, Siena College September 2021 - Present

- Assist with checking in volunteers at three annual blood drives
- Market events by posting in college-wide daily email digest and designing and distributing flyers

President (2019-present), *Member* (2018-2020), **Biology Club**, Guilderland Central High School

- Contacted and coordinated guest speakers, often parents, to speak at monthly meetings
- Ran monthly meetings for a club of approximately 50 students

Varsity Player, **Lacrosse Team**, Guilderland Central High School January 2019 - June 2021

- Played defensive back and recognized as Athlete of the Week three times senior year
- Practiced over 10 hours a week while maintaining a 96% GPA

EXPERIENCE

Cashier, **Subway**, Guilderland, NY May 2020 - Present

- Provide excellent customer service to guests to create a welcoming environment
- Complete cash or credit payments, and tally the cash drawer at the end of each shift
- Maintain inventory by resupplying shelves as needed

Nanny, **Smith Family**, Guilderland, NY August 2019-August 2021

- Trusted to care for three children ages 2, 4 and 7
- Maintained a familiar routine for children while parents were away for nine hours a day
- Developed educational, fun activities for the children on topics such as counting, rhyming words and letter recognition
- Transported older children to sports practice after school

SKILLS

Proficient in: Microsoft Word, Excel and PowerPoint
Conversational Speaking Skills in: Spanish and French

HONORS

Presidential Scholar, **Siena College** September 2021 - present
Valedictorian Class of 2020, **Guilderland Central High School** June 2021

Place your Siena education at the top of your resume

First Year students can include high school and high school activities, but this needs to come off by end of sophomore year

Volunteer work is relevant experience; it does not have to be paid work to be included on a resume

Include position/title, business/organization, location with city and state, and dates

Two-four bullets is the usual practice

Include sections that make sense for you, at this time. These can be updated later

When used appropriately, bold, italics and capitalization makes the resume visually appealing and helps the reader identify important information easily

SENIOR STUDENT SAMPLE

Jane E. Siena

2514 Homebound Lane
Johnstown, NY 12095
sample@siena.edu ~ 518-678-4325
<https://www.linkedin.com/in/janeesiena>

Full name should stand out

Include address (optional), one email, one phone number

Include any study abroad experiences in the education section

Include hard skills only, like language and computer skills, and include levels of proficiency

EDUCATION

Siena College, Loudonville, NY
Bachelor of Arts in Sociology; Minors in Political Science and Spanish, May 2021
GPA: 3.73/4.0
President's List: Spring 2018-2020, Dean's List, Fall 2017

Universidad de Sevilla, Seville, Spain
Study Abroad, Spring 2020

SKILLS

- **Foreign Languages:** Fluent in Spanish—reading, writing and speaking; Moderately proficient in spoken Arabic
- **Technology:** Proficient with SPSS, Microsoft Excel, Word, and PowerPoint, Google Applications and Family Court Scheduling Software

RELEVANT EXPERIENCE

Experience in reverse chronological order

Senior Intern, Siena College Bonner Service Leaders Program, Loudonville, NY, September 2020-present

- Dedicated 15 hours per week as an undergraduate Americorps Member
- Designed and executed \$57,000 National Conference for 450 participants from 67 institutions
- Facilitated weekly training to prepare 45 Siena College students to serve in the Capital Region
- Served as the liaison between members and the Program Coordinator
- Tracked Siena Bonner Leaders through Bonner Web-Based Reporting System (BWBR)

President, Siena College Mentoring Program, Loudonville, NY, September 2017-January 2020

- Facilitated volunteers and programming for 60 inner city at-risk youth
- Executed youth enrichment curriculum to establish a safe zone as Summer Camp Head Counselor

Student Intern, Albany Family Court, Albany, NY, Fall 2019

- Observed daily court procedures for 12 hours per week
- Interacted with courtroom staff and lawyers on a higher legal level
- Assisted Court Clerk with case processing

Senior Legal Fellow, Pace Environmental Litigation Clinic, White Plains, NY, Summer 2019

- Engaged in seven weeks of legal research alongside rising third-year law students
- Managed caseload consisting of eight cases in violation of the Clean Water Act

Juvenile Justice Intern, Center for Law and Justice, Albany, NY, Spring 2018

- Collaborated with faculty in designing a new course connecting student learning outcomes to Street Smart Program
- Researched grant opportunities to fund the Street Smart Program

Community Partner Liaison, Siena College Bonner Leaders Program, Loudonville, NY, Fall 2017-2018

- Established effective and streamlined community partnership management practices
- Researched community needs through site visits

CONFERENCE & BOARD EXPERIENCE

Advisory Board Member, **Franciscan Center for Service and Advocacy**, Loudonville, NY, September 2017-present

Selected in Competitive Presentation, **Eastern Sociological Conference**, New York City, NY, February 2019

- Only undergraduate student selected to present on a graduate level panel

Committee Leader, **Battered Mother's Custody Conference**, Albany, NY, Fall 2015-Spring 2019

National Bonner Advisory Board Member, **The Corella & Bertram F. Bonner Foundation**, January 2017-May 2018

Conference and Resource Intern, **The Corella & Bertram F. Bonner Foundation**, Princeton, NJ, Summer 2017

Be specific whenever possible!

Use a variety of action verbs to start each bullet

Use section titles that make sense for your experience

Font should be a familiar choice and should be between 10-12 point

Daniel J. Sarazen

(518) 123-4567

123 Example Road, Glenville, NY 12302

email123@yahoo.com

If you need more space include all contact information in one to two lines

EDUCATION

Siena College, Loudonville, NY
Bachelor of Science in Biology, Expected May 2023
GPA: 3.97
Presidents list Fall 2019, Spring 2020, and Fall 2020
Member of Phi Sigma Biology Honors Society

Be sure to list exams, certifications, licenses etc that are relevant to your field!

RELEVANT EXPERIENCE

Undergraduate Research Assistant, **Siena College**, Loudonville, NY, January 2021 – present

- Employed meticulous data documentation practices to enable accurate data analysis
- Exercised effective labeling and organizational techniques to minimize error in the lab
- Delegated laboratory procedures to target each individual's personal strengths
- Attended weekly lab meetings to review progress and identify new research questions

In an experience section, anything can be included such as: paid work, observation hours, volunteer work, etc.

Student Observer **Dr. Amy Pfaffenbach DDS**, Clifton Park, NY, July 2019 – August 2019

- Interacted with patients to create a positive environment while they received treatment
- Observed dental procedures such as routine cleanings, fillings, tooth extractions, inserting implants and periodontal deep cleanings

Including research presentations is important especially if the resume is being used to apply to grad school

PRESENTATIONS/POSTERS

- Poster Presenter Academic Showcase*, Siena College, Loudonville, NY, May 2021
- Swarming motility is impacted in laboratory-adapted strains of the biofilm forming bacterium *Bacillus subtilis*
- Poster Presenter Academic Showcase*, Siena College, Loudonville, NY, May 2021
- Laboratory adapted *Bacillus subtilis* strain SH2 forms social aggregations while swimming
- Poster Presenter ENYSCASM Trainee Symposium*, Virtual Conference, February 2021
- Swarming motility is impacted in laboratory-adapted strains of the biofilm forming bacterium *Bacillus Subtilis*

WORK EXPERIENCE

- Nursery Worker* **Felhousens Florists**, Niskayuna, NY, December 2019 – present
- Acquired knowledge of a variety of plants to ensure optimal greenhouse maintenance
 - Organized floral orders to maximize business revenue and customer satisfaction
 - Delivered friendly one-on-one assistance to ensure positive customer experiences
- Waitress* **Karm Bistro**, Niskayuna, NY, July 2019 - August 2019
- Trained new staff members on proper serving etiquette
 - Created positive customer experiences to establish a strong customer base
 - Coordinated with kitchen staff to ensure accurate and efficient order preparation

Avoid using personal pronouns

Keep bulleted statements short, but detailed, no more than 2 lines long

EXTRACURRICULAR ACTIVITIES

- Member, Dental Club*, Siena College, September 2019 - present
- Interacted with club members to learn about their experiences to prepare for the application process
 - Used opportunities provided by the club to develop a deeper understanding of dentistry
- Member, Women's Club Volleyball*, Siena College, August 2020 - present
- Created a fun and supportive environment while participating in weekly practices
 - Brainstormed monthly team bonding activities to develop a positive team atmosphere
- Member, EMS Club*, Siena College August 2020 - present
- Assisted with resident screening to ensure the safety of the Siena community during the COVID-19 pandemic
 - Attended hour-long monthly meetings and developed friendships with club members
- Member, Siena Women's NCAA Division I Softball* August 2019 – July 2020
- Committed approximately 25 hours per week to practice, lift, travel and competition while maintaining a full course load
 - Employed strict time management skills to stay on top of class work and attend all necessary events

Put the most important information higher up on the resume, it's more likely to get noticed

Desmond Hennepin

21 Jill Dr, West Nyack, NY 10994
km23devi@siena.edu (845)-826-6544

Simple graphics such as a line are acceptable, but avoid other graphics, icons, colored fonts, etc.

EDUCATION/HONORS

Siena College, Loudonville, NY
Bachelor of Arts in Communications; Concentration in Journalism, Expected May 2023
GPA: 3.25

Make sure to include double majors, minors, concentrations, etc.

EXPERIENCE

Intern, WVCR Radio Station, Loudonville, NY, January 2021 - Present

- Engineer, host, and produce country music radio show
- Dedicate 120 hours of time to station over the course of a semester
- Attend weekly training sessions to learn new systems to improve quality content
- Interact with other interns to coordinate coverage of women's basketball games

Use a variety of action verbs, See page 22 for more ideas

Barista/Customer Service, AVI Foodsystems, Inc., Loudonville, NY, September 2020 - Present

- Strategize effective operations procedures and complete cash and credit payments
- Equally delegate task work to team members to satisfy sales goals and create an effective workplace
- Provide excellent customer service to guests to create a welcoming environment
- Adapt to new register systems frequently to handle high volumes of customers during meal swipe hours

Write bullets that reflect competencies developed and not obvious tasks completed

Sales Associate, Aeropostale, West Nyack, NY, November 2018 - Present

- Facilitate customer satisfaction during shopping experience and at checkout
- Maintain cleanliness and organization of store by assessing team members roles during closing hours
- Establish effective inventory techniques by organizing stockroom and sales floor with new products

Rectory Assistant, St. Anthony's Church, Nanuet, NY, August 2016 - Present

- Prioritize answering of phones and doors and administration of mass cards
- Contribute to the counting of mass collections
- Control general customer service

Include bullets that demonstrate transferable skills gained from ALL work experiences. Be sure to articulate well not what you did but what skills you used/developed.

Camp Counselor, Town of Clarkstown, New City, NY, Summers 2018 - 2020

- Supervised and developed agenda of daily activities for campers ages 5-12
- Created a safe environment by enforcing rules
- Communicated effectively with parents about upcoming events and special activity days through verbal and written reminders
- Collaborated with colleagues about group management and responsibilities

COMMUNITY INVOLVEMENT

Tutor, Blessed Sacrament School, Albany, NY September 2019 - May 2020

- Taught students grades 1-8 mathematics, reading, and writing skills
- Maintained a safe environment for the students after school
- Volunteered approximately 8 hours monthly
- Coordinated schedule of volunteers with program director

EXTRACURRICULAR INVOLVEMENT

Member, Women's Club Rugby Team, Siena College, January 2020 - Present

- Play defensive back
- Practice at least 6 hours a week
- Attend weekly team meetings covering upcoming game strategies
- Participate in recruitment committee during club fair for new students

Including honors and high school information is fine up to junior year, but should come off at start of junior year

HONORS/AWARDS

Presidential Scholar, Siena College, September 2019 - Present

St. Francis Scholar, Siena College, September 2019 - Present

Certificate of Achievement for Academic Showcase, Siena College, April 2020

DO NOT include "References Available Upon Request" on your resume

ATHLETE SAMPLE

Jody Ryan Hall

515 Loudon Road, Albany, NY 12211
dj02jack@siena.edu 832-233-5038

If searching for positions near home, use your home address

EDUCATION

Siena College, Loudonville, NY

B.S. in Management, expected May 2022

Relevant Courses: Organizational Behavior, Business Communication, Management Resource Methods, Human Resources Management

Including relevant coursework is very worthwhile to include on your resume and can be easily tailored to the job description

INTERCOLLEGIATE ATHLETICS

Player, **Siena College**, Division 1 NCAA Women's Basketball, 2018–present
Team Captain, August 2019–present

- Organize and facilitate team meetings, gear distribution, and practice schedule for a 15-person team
- Communicate with teammates using codes during games to call plays
- Inspired and mentored younger athletes to apply time management skills

Be sure to include athletics on your resume. Write bullets that provide relevant information to the position.

EXPERIENCE

Marketing Intern, **Women at Work**, Albany, NY, March 2019–present

- Manage member subscriptions through MemberMouse database
- Designed Excel spreadsheets to track attendance for events
- Greet and direct guest speakers at monthly networking events
- Compose and design weekly posts for Facebook and Instagram accounts

Showing work while a student demonstrates commitment and time management skills

Cashier, **Marble Slab Creamery**, Siena College, Spring, TX, Summers 2019–2020

- Delivered excellent customer service and promoted brand image and values, while serving ice cream
- Correctly received orders and processed cash, credit, and debit card payments
- Resolved customer issues, including incorrect orders, to sustain customer satisfaction

Include specific technological programs used

LEADERSHIP, ACTIVITIES, & COMMUNITY SERVICE

Committee Member, **Siena Athletics Health & Wellness Initiative**, Loudonville, NY, September 2020–present

- Identify health and wellness needs within Siena athletes
- Discuss plans and ideas with athletic administration
- Research and formulate presentation based on NCAA statistics

Member, **Black Student Union**, Loudonville, NY, January 2019–present

- Organize monthly panels and events like MLK week and annual talent show

Gold Award Recipient, **Girl Scouts of San Jacinto Council**, Houston, TX, May 2019

- Identified, designed, and executed an educational nutrition and fitness program for after school students in a low-income area
- Solicited Aldine Community Hope Center and acquaintances to generate \$3,000 necessary funds
- Conducted weekly nutrition and fitness classes for 8–12-year old's

Be certain to keep your verb tense correct. If presently doing the job, use present tense such as identify. If activity has concluded, use past tense such as designed.

Member, **Girl Scouts of San Jacinto Council**, Houston, TX, September 2011–May 2018

- Designed three significant projects to receive Bronze, Silver, and Gold award
- Completed 30+ hours of community service and participated in monthly leadership building workshops

Print your resume. How does it look? Save as a pdf.

Michael Roger Bacon

224 Smith Avenue, Kingston, NY 12401
518-399-4450 • mrb15@siena.edu
siena.digication.com/mrbacon_e-portfolio

If you have a professional e-portfolio—which includes examples of your work—you wish to share with employers, include a customized URL link in your contact information section.

EDUCATION

Siena College, Loudonville, NY, American Chemical Society Certified

B.S. in Chemistry, May 2023

GPA 3.8/4.0

Dean's List 2019–present

Certainly brag about Siena's accomplishments because they are your accomplishments too

RELEVANT COURSES

Inorganic Chemistry I; Organic Chemistry I & II; Physical Chemistry I & II; Instrumental Methods of Chemical Analysis; Physical Biochemistry

LABORATORY SKILLS

Gas Chromatography, High Performance Liquid Chromatography, Thin-Layer Chromatography, Infrared Spectroscopy, Nuclear Magnetic Resonance Spectroscopy, UV-Vis Spectrophotometer, Bomb Calorimetry

RELEVANT EXPERIENCE

Intern, **Environmental Analytical Lab**, Wadsworth Center NYS Department of Health, Albany NY, September 2020–present

- Analyzed air samples to quantify allergen content by filtering samples for six different particles
- Measured airborne and surface allergen levels and recorded data in Excel document
- Studied significance in allergen levels and recent increase of childhood asthma

For science majors this section is crucial! For computer science majors this should list programming languages

Laboratory Assistant, **Siena College**, Loudonville, NY, September 2019–May 2021

- Assisted professors in Organic and General Chemistry laboratories
- Educated students about analytical techniques (HPLC, GC, IR, and UV-vis)

Independent research, senior thesis work, etc., should be included on a resume or CV

RESEARCH EXPERIENCE

Research Assistant, **Siena College**, Loudonville, NY, September 2020–May 2021

Mentor: John Smith, Ph.D.

- Synthesized structures of novel heptacoordinatetin complexes
- Produced characterization using IR spectroscopy and X-ray crystallography
- Utilized vacuum atmosphere techniques
- Submitted journal article to seven publications awaiting confirmation

If you have presented, published or submitted article for publication, this should be included on your resume or CV

ADDITIONAL EXPERIENCE

Resident Assistant, **Siena College Department of Residence Life**, Loudonville, NY, September 2020–May 2021

- Designed and marketed four educational, cultural, community building and life-skills programs each semester
- Served as liaison between upper class students and administration
- Facilitated meetings, enforced college policy and worked with a team of five other RAs

Camp Counselor, **Wallkill Town Camp**, Wallkill, NY, Summer 2019

- Supervised activities for 40 campers aged 8–12
- Created and delivered orientation program for new counselors

COMPUTER SKILLS

ChemDraw Plus; Microsoft Word, Excel, PowerPoint, Photoshop

List skills specifically asked for in the position description first

Have your resume critiqued and edited by several people—Career Counselors, PCAs, faculty, family, supervisors, etc.

Steven Lonnstrom

stephlonn@yahoo.com 444-555-6666
21 Lorraine Ave.
Amityville, NY 11701
github.com/StephLonnstrom
linkedin.com/profiles/slonnstrom

Be sure to include links to public portfolios if you want potential employers to see your work

EDUCATION

SIENA COLLEGE

Bachelor of Science in Computers Science
Computer Science GPA 3.65; Overall GPA 3.39

Loudonville, NY
May 2022

Achievements:

- Presidential Scholar: 2018
- Residence Hall Association Member of the Year: 2018-2019
- Dean's List: Fall 2020, Spring 2021

Including major GPA is good idea especially if cumulative is lower

RELEVANT SKILLS

Proficiency: Agile Scrum, Java, JavaScript (Angular), SQL (Oracle, PostgreSQL), REST APIs, Git, HTML/CSS

Familiar with: C, Visual Basic, User Experience (UX Design), Amazon Web Services (AWS), Secure Coding

Operating Systems: Apple iOS, Microsoft Windows 7, 10, Google Android, Linux

Software usage: Slack, Discord

Make sure to include any technical skills, and list them in order based on job description

Always include knowledge of specific programs or software used

PROFESSIONAL EXPERIENCE

Help Desk Assistant, Information Technology Services, Siena College

- Exceeded expectations by achieving 91% success rate in repairs
- Completed on average 15 support sessions per day with high student satisfaction
- Resolved complex student technical issues with efficiency

January 2020-present

Web Development Intern, SKS Bottle and Packing Inc., Watervliet, NY

- Coded modifications using HTML, XSL, JSON, and JavaScript to meet business needs.
- Implemented an enterprise architecture application, Amazon Web Services, for storage and visualization of business processes.

January-May 2021

Tutor, Center for Initiatives in Pre-College Education, Rensselaer Polytechnic Institute, Troy, NY

- Created and taught lessons in Lego Robotics, Scratch, easy C programming for high school campers
- Educated and worked with K-12 teachers to understand new classroom technology

Summer 2020

RELEVANT EXPERIENCE

Scrum Master, School of Science Augmented Reality Virtual Tour Guide Project, Siena College

- Used Agile methods and processes to coach the team through complex problem-solving and solution strategies
- Identified and resolved 10 complex impediments and assisted the team in identifying a path to deliver on our sprint commitments
- Guided Agile principles and facilitation skills to ensure the team was working in an Agile mindset and utilizing Scrum practices
- Spearheaded 50+ Agile Ceremonies such as sprint planning, daily standups and retrospectives

September 2021-May 2022

Significant course projects or research papers are important to include on your resume

CAMPUS and COMMUNITY ACTIVITIES

Member, Association for Computing Machinery-Women (ACM-W)

Team Development Chair, Relay for Life

Student Orientation Leader, Siena College SAINTS

Student Ambassador, Siena College Office of Admissions

Sept. 2019-present
Sept. 2020-present
August 2021
Sept. 2019-May 2022

It is not necessary to have bullets for activities. Providing a list demonstrates your involvement. Within a section though either have bullets or don't.

Remember your resume is a living document. Update it regularly!

MASTER STUDENT SAMPLE

Hailey E. Hines

40 East Main St., New York, NY 12184
(518) 000-9876
He10hines@siena.edu
linkedin.com/profiles/haileyehines

If degrees are from the same school can list in this manner. If from different schools, you'll need to list the school and degrees separately

Education:

Siena College, Loudonville, NY

Master of Business Administration (MBA)

Expected May 2022

Bachelor of Science Accounting – Overall GPA: 4.0; Accounting GPA: 4.0

May 2021

President's List - all semesters; Pre-Law Certificate; Honors Program/Thesis

Presidential Scholar; Guy & Dorothea Alonge Scholar; Becker Professional Education Scholar;

Beta Gamma Sigma Scholarship for Excellence; Accounting Major Award; International Fraternity of Delta Sigma Pi Scholarship

Relevant Experience:

PwC Core Assurance Intern, URCIP Market Team, Albany, NY

Spring 2021

- Audited cash accounts and performed cash controls testing for a publicly-held company
- Performed revenue testing on approximately 500 samples for a publicly-held company
- Consolidated financial statement tie outs and wrote weekly reports for manager
- Became familiar with AICPA and PCAOB authoritative literature

Quantifying in a bullet is excellent, so include numbers whenever you can

UHY LLP Audit & Assurance Intern, Albany, NY

January-April 2020

- Compiled financial statements and disclosures from 50 clients
- Prepared federal and state tax returns for partnerships and non-profit organizations
- Participated in UHY Connect Summer Leadership program

These types of activities are considered "relevant experience", so include them here to get noticed

AICPA 2014 Student Competition, Loudonville, NY

Fall 2020

- Worked with a team to integrate classroom knowledge with real-world analysis to develop a personal finance plan
- Active student member of AICPA

Becker Professional Education Ambassador, Loudonville, NY

September 2019-May 2020

- Served as a resource on the CPA exam and review options for student body
- Interacted closely with accounting professors and professionals

Review verb tenses closely! If currently doing the job use present tense, for positions that are finished be sure verbs are in past tense

Additional Experience:

Manager, The Cross Eyed Owl Gift Shop, Valatie, NY

November 2019-present

- Unpack purchase orders and perform three-way match
- Deal with cash, accounts payable, and inventory accounts on a daily basis
- Hone empathy and emotional intelligence skills through years of customer service

Leadership, Awards, and Activities:

Student Ambassador, School of Business Center for Undergraduate Research and Creative Activity

September 2020-May 2021

Member, 21st Century Leaders Society

May 2018-present

Member, Delta Epsilon Sigma Honorary Society

May 2018-May 2021

Member, Phi Alpha Delta Honorary Society

May 2019-May 2021

Vice President of Service, Beta Gamma Sigma

September 2019-May 2020

Coordinator, Homeless Dinner Fundraise

December 2019

Instead of a laundry list, could choose a few and provide more detail. This is up to you as there is no perfect script for a resume

Save your resume as "Hailey Hines Resume" so the person receiving it knows what type of document it is and whose it is.