

A Resume Guide from the Exchange

Where do I start?

If you're not sure how to begin your resume, start by making a list of any experiences you think may be applicable to the job for which you want to apply. Have you worked anywhere? Gone on a mission trip? Volunteered? List as much as you can think of so you have content with which to work.

What do I include in my resume?

First, make sure to include your contact information (your name, current address, cell phone number, email address, web page address) at the top of the page in a professional letterhead. Your name should be big and bold.

Second you have to determine what information is important to include. Your resume is the best representation of YOU, so the sections and information should differ from person to person. Here are some sections many people choose to include:

- **Objective/Profile:** This section, while not required, can be helpful if it tells the employer, at a glance, the type of position you are seeking and the reasons you are qualified. The objective can include the specific position you are seeking, skills you wish to use on the job, organization type or field to which you are applying, or a combination of all of the above.
- **Education:** You may include name of school, listing most recent schools first, degree received or major of study, graduation date or expected graduation date, any minors, specialization or focus areas, courses relevant to the position for which you are applying, scholarships, and GPA (if above a 3.0).
- **Professional Experience:** This is a summary of professional experience (jobs, internships, fellowships, etc). List experiences in reverse chronological order (the most recent experience first). You should include title of the position, name and location of the organization, month and year of start and end dates, and descriptions of responsibilities beginning with actions verbs and listed in bullet points.
- **Additional Information:** Other sections may include computer skills, language proficiency, volunteer work, sports, and interests. If one of these areas is relevant to the job, however, you may choose to put it in the "experience" section. You may also choose to use more specific section headers (such as: skills, activities, interests, honors/awards/achievements, related coursework).

Resume Conventions & Expectations

On your resume, do...

- ✓ Design your job and activity descriptions to focus on your accomplishments using actions verbs to clearly indicate the skills you've used
- ✓ Try to quantify results in your descriptions, such as "Created marketing campaign increasing club membership by 25%"
- ✓ Keep your resume brief enough to fit on one page
- ✓ Print your resume on good quality bond paper, either white or conservative tones, if you'll be providing the employer with a hard copy
- ✓ Accompany your resume with a cover letter whenever possible (and use matching letterhead for your resume and cover letter)
- ✓ Have others look over your resume for content and grammar
- ✓ Submit your resume on KnightWork and have it reviewed by the Exchange staff
- ✓ Schedule an appointment with the Exchange or the Writing Center to go over your resume

On your resume, don't

- Use a resume template. Templates are difficult to format and change for future drafts
- Make your margins and font size too small
- Include personal pronouns (e.g. I, me, we, our)
- Include personal information, physical characteristics, or photographs
- Include high school experiences (unless you are a freshman or they have some relevance to your job objective)
- Include "References available upon request." Instead, include a Reference List as an additional submission with a matching letterhead from your resume

STRONG RESUME ACTION VERBS

To Be Used Starting Phrases in Job Descriptions

Communication People Skills

Addressed
Advertised
Arbitrated
Arranged
Articulated
Authored
Clarified
Collaborated
Communicated
Composed
Condensed
Conferred
Consulted
Contacted
Conveyed
Convinced
Corresponded
Debated
Defined
Developed
Directed
Discussed
Drafted
Edited
Elicited
Enlisted
Explained
Expressed
Formulated
Furnished
Incorporated
Influenced
Interacted
Interpreted
Interviewed
Involved
Joined
Judged
Lectured
Listened
Marketed
Mediated
Moderated
Negotiated
Observed
Outlined
Participated
Persuaded
Presented
Promoted
Proposed
Publicized
Reconciled

Recruited
Referred
Reinforced
Reported
Resolved
Responded
Solicited
Specified
Spoke
Suggested
Summarized
Translated
Wrote

Creative Skills

Acted
Adapted
Began
Combined
Composed
Conceptualized
Condensed
Created
Customized
Designed
Developed
Directed
Displayed
Drew
Entertained
Established
Fashioned
Formulated
Founded
Illustrated
Initiated
Instituted
Integrated
Introduced
Invented
Modeled
Modified
Originated
Performed
Photographed
Planned
Revised
Revitalized
Shaped
Solved

Research Skills

Analyzed
Clarified
Collected

Compared
Conducted
Critiqued
Detected
Determined
Diagnosed
Evaluated
Examined
Experimented
Explored
Extracted
Formulated
Gathered
Inspected
Interviewed
Invented
Investigated
Located
Measured
Organized
Researched
Reviewed
Searched
Solved
Summarized
Surveyed
Systematized
Tested

Teaching Skills

Adapted
Advised
Clarified
Coached
Communicated
Conducted
Coordinated
Critiqued
Developed
Enabled

Helping Skills

Adapted
Advocated
Aided
Answered
Arranged
Assessed
Assisted
Clarified
Coached
Collaborated
Contributed
Cooperated
Counseled

Demonstrated
Diagnosed
Educated
Encouraged
Ensured
Expedited
Facilitated
Familiarized
Furthered
Guided
Helped
Insured
Intervened
Motivated
Prevented
Provided
Referred
Rehabilitated
Represented
Resolved
Simplified
Supplied
Supported
Volunteered

Management/ Leadership Skills

Administered
Analyzed
Appointed
Approved
Assigned
Attained
Authorized
Chaired
Considered
Consolidated
Contracted
Controlled
Converted
Coordinated
Decided
Delegated
Developed
Directed
Eliminated
Emphasized
Enforced
Enhanced
Established
Executed
Generated
Handled
Headed
Hired

Hosted
Improved
Incorporated
Increased
Initiated
Inspected
Instituted
Led
Managed
Merged
Motivated
Navigated
Organized
Originated
Overhauled
Oversaw
Planned
Presided
Prioritized
Produced
Recommended
Reorganized
Replaced
Restored
Reviewed
Scheduled
Secured
Selected
Streamlined
Strengthened
Supervised
Terminated

Organizational Skills

Approved
Arranged

Catalogued
Categorized
Charted
Classified
Coded
Collected
Compiled
Corrected
Corresponded
Distributed
Executed
Filed
Generated
Incorporated
Inspected
Logged
Maintained
Monitored
Obtained
Operated
Ordered
Organized
Prepared
Processed
Provided
Purchased
Recorded
Registered
Reserved
Responded
Reviewed
Routed
Scheduled
Screened
Submitted
Supplied
Standardized

Systematized
Updated
Validated
Verified

Data/Financial Skills

Administered
Adjusted
Allocated
Analyzed
Appraised
Assessed
Audited
Balanced
Budgeted
Calculated
Computed
Conserved
Corrected
Determined
Developed
Estimated
Forecasted
Managed
Marketed
Measured
Netted
Planned
Prepared
Programmed
Projected
Qualified
Reconciled
Reduced
Researched
Retrieved

Technical Skills

Adapted
Applied
Assembled
Built
Calculated
Computed
Conserved
Constructed
Converted
Debugged
Designed
Determined
Developed
Engineered
Fabricated
Fortified
Installed
Maintained
Operated
Overhauled
Printed
Programmed
Rectified
Regulated
Remodeled
Repaired
Replaced
Restored
Solved
Specialized
Standardized
Studied
Upgraded
Utilized

MARIAN KNIGHT

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PROFILE

- Energetic, dependable student seeking an internship to gain experiential learning in the areas of community service, peace and justice, service learning, and leadership development.
- Desires work with students.
- Interest in higher education and student affairs career with an emphasis on community service.

EDUCATION/SKILLS

- **Bachelor of Arts in Communication**, Marian University, Indianapolis, IN **May 2013**
 - **3.33 cumulative GPA**
 - **Minors in English and Peace and Justice**
 - Academic Honors Diploma

SERVICE/EXPERIENCE

- **American Eagle Outfitters**, Sales Associate, Indianapolis, IN **2006-Present**
 - Provide timely and friendly service including responding to and resolving customer concerns.
 - Utilize leadership skills by training numerous new employees in the provision of excellent customer service, in the operation of store registers, and in proper phone etiquette.
 - Assist floor set crew with daily activities needed to complete store set up.
- **College Mentors for Kids**, Grade Manager for 2nd Grade, Indianapolis, IN **August 2010-May 2013**
 - Led activities and mentored 2nd graders through educational activities, games, and journal entries.
 - Resolved concerns of both Little Buddy and his or her Big Buddy mentor.
 - Provided first-aid medical attention.
- **Peter Maurin Peace and Justice House**, Resident, Marian University **August 2010-May 2011**
 - Lived and practiced social justice, compassion, and the Franciscan values through leadership roles both on campus and in the surrounding community.
 - Sponsored social justice events including service projects, films, speakers, meals, etc.
 - Advocated to freshmen through Peace and Justice Fair and Freshman Discussion Group.
 - Scheduled and coordinated meetings and events with presidents of social justice clubs.
- **Shantytown Committee**, Leader, Marian University **Fall 2010**
 - Promoted student participation in Shantytown, an experience of homelessness where participants fast for 30 hours and constructed cardboard boxes in which they are to live and sleep in for two days.
 - Coordinated speakers to articulate the issues of homelessness and what can be done to fight this problem.

CO-CURRICULAR ACTIVITIES/INTERESTS

- Pax Christi, Member **Fall 2009-Present**
- STARR (Students Taking Active Reflective Roles), Volunteer **Fall 2009-Present**
- Women's Issues Group, Member **Fall 2009-Present**
- Marian University Freshman Move-In Crew, Volunteer **August 2010**