

Entry Level Resume Guide



This packet is intended to serve as a starting point for creating or improving your resume. It includes sample resumes, as well as best practices and helpful resources for developing a successful document.

Contents

- I. **Resume Purpose, Design, & Mechanics**.....Page 3
- II. **Key Elements of a Successful Resumes**.....Page 4
- This document is intended to guide you in creating your resume by outlining important types of information to include and tips for doing so in a professional and persuasive manner. Please note this is not intended as a template and the format employed may or may not best represent you. Consider meeting with a Peer Career Advisor to discuss how you might best layout your own resume.
- III. **Transferable Skills & Action Verbs**.....Page 5
- Transferable skills are those that can be applied in a variety of industries and job functions. Considering which transferable skills you want to convey to employers is a great place to start when composing your resume. This list is a sampling of the types of skills you might highlight on your resume, in addition to those skills that are more specific to your major, intended industry, or job function.
- A sampling of action verbs is also included on this page. Be sure to use strong action verbs to begin each of your bulleted statements, previewing the skill to be exemplified through the accomplishment statement.
- IV. **Chronological Resume Samples**.....Pages 6-11
- In this most commonly accepted resume format, job titles and employers are emphasized, starting with your most recent experiences to illustrate a progressive work history. Your skills and accomplishments are described through bulleted statements under each position. This resume type is recommended for people who have recently graduated with a bachelor’s degree, those who are staying within the same career field, and candidates with few time gaps in their job history. This type is most often preferred by employers because it is easy to scan, highlights job titles, employers, and dates, and clearly ties candidates’ skills and accomplishments to their work histories.
- V. **Functional & Combination Resume Samples**.....Pages 12-13
- This format is an option for candidates who have changed employers frequently, have gaps in their employment history, or are hoping to transition to a new industry or unrelated job function. Functional resumes enable candidates to highlight transferable skills, placing less emphasis on employment dates, job titles, and employers.

I. Resume Purpose, Design, & Mechanics

The purpose of a resume is to market yourself to employers by succinctly summarizing your education, experience, and skills, ultimately aiming to convince employers to invite you to interview. When conceptualizing your resume, think of it as a marketing tool, rather than a simple work history, as it is intended to promote you as the perfect candidate for the opportunity at hand.

Resume writing is an art, not a science. There is no one correct way to formulate a resume, but there are some best practices and standards that the Career Center recommends. Stand out from the crowd with high quality content and a clearly written, error-free document. Sequence the information from most important to least important with regard to your career objective. When constructing bullet points, aim to highlight accomplishments that exemplify the skills you possess and employers are seeking.

- ❖ **Length:** With a few rare exceptions, when applying for internships or entry-level jobs, students should keep their resume to 1 page. If you have difficulty narrowing down your resume, consider removing elements that are not closely related to the opportunities for which you are applying.
- ❖ **Margins:** Make your resume visually attractive. Use some whitespace to allow the reader's eye to rest. Using .5 inch to 1.5 inch margins is recommended.
- ❖ **Font:** Use a font that is easy to read. Times New Roman, Arial, and Courier New are good choices. A 10-12 point font size is recommended.
- ❖ **Consistency:** Keep the formatting consistent throughout your resume. For example, if you choose to bold a job title, make sure you bold every job title. Also, make sure that all of your bullet points, section headers, dates, etc. line up neatly on the page.
- ❖ **Accuracy:** Your resume, and all other job search materials, must be 100% error free. Be sure to carefully read through your resume, checking grammar, spelling, and punctuation. It is a good idea to have at least 2-3 people proofread it as well.
- ❖ **Be Accomplishment-Orientated:** Employers hire you for your skills and want to read about times when you have successfully utilized the skills they are seeking. Describe achievements, rather than listing duties, quantify outcomes whenever possible, and be sure to highlight your proficiency in both technical (industry or job function-specific) and transferable skills.
- ❖ **Use Action Verbs:** Strengthen your bullet points by beginning each with an action verb that previews the skill to be exemplified in that accomplishment statement. This allows a potential employer to more easily scan your resume for what he or she is seeking.
- ❖ **Make it Clear and Be Succinct:** Eliminate the pronoun "I" at the beginning of each bullet point as this is assumed. Avoid introductory and wind-up phrases such as "My duties included..." and "My responsibilities were..."
- ❖ **Overall Appearance:** Ask yourself and others if your document is easy to read and professional looking. Also, consider that the average recruiter may scan your resume for 30 seconds or less. Make sure that your most important information stands out.

II. Key Elements of a Successful Resume

Your First and Last Name

◆ Phone number ◆ Email address ◆ Street address ◆ City, state & zip code ◆

OBJECTIVE

Create a statement describing or naming the position you are seeking to obtain. You may also include the specific field or area you are interested in and the skills and expertise you could contribute to the company. This section is optional and could be omitted or substituted with a “Career Highlights” or “Summary of Qualifications” section.

EDUCATION

Institution City, State

(Expected) Graduation Month Year

Write out the full name of your (expected) degree; also list Minors and Concentrations

GPA: 4.0/4.0 (it is recommended that you include your GPA if it is 3.0 or higher)

Other possible information to include: **Study Abroad** experiences, **Relevant Coursework**, or **Academic Awards and Honors**.

EXPERIENCE, RELEVANT EXPERIENCE, INTERNSHIP EXPERIENCE [possible titles/descriptive headings]

Organization, *Your Job Title* – City, State

Month Year - Month Year

- The position header above is one example of formatting. Other formats can include using two lines or rearranging the order of the Organization, Job Title, Location, and Dates to emphasize the most important elements.
- You can bold or italicize your title or your organization—whichever is more relevant, but be consistent.
- In this section include bulleted accomplishment statements, which provide examples of times you have successfully used the skills employers are seeking.
- Start with a strong action verb, then follow with an explanation of what you were doing, describe how you did it, and, when possible, include any outcomes that you achieved. Remember, statements should ultimately convey your proficiency in one or more skill sets of interest to the employer by way of providing an example of when you have used them.
- Consider the following questions to help you create more effective bullet points: What was the result/outcome of your work? What were your accomplishments? How did you help the organization? What skills/knowledge did you enhance? How does this experience relate to your internship/employment goal?

Organization, *Your Job Title* – City, State

Month Year - Month Year

- Bulleted statements should be in the proper tense (past or present tense) and use consistent grammar and punctuation.
 - Be specific by including quantity, frequency, population, and impact of your work whenever possible.
 - Make sure your resume is easy to read and not too text heavy. Avoid using colors, multiple fonts, pictures, being too brief, or making it too dense. Make it your own, but be professional.
-

ADDITIONAL EXPERIENCE, LEADERSHIP, HONORS, ACTIVITIES, COMMUNITY SERVICE, VOLUNTEER, PROFESSIONAL DEVELOPMENT [possible titles/descriptive headings]

Organization, *Your Job Title* – City, State

Month Year - Month Year

- Using multiple experience sections is optional and allows you to emphasize (by placing it closer to the top) your most relevant experience. Experiences within a section should be listed in reverse chronological order.
- Positions within this section should be formatted like previous experience sections, but may or may not include bullet points.
- In an additional experience section, you can include work experiences that may not be directly related to the job you are applying to, but add to your credibility by exemplifying a progressive work history.
- Emphasize your transferable skills, those that can be taken from one experience and applied elsewhere.

Organization, *Your Role (e.g. Member, Participant, Honoree, or Presenter)* – City, State Month Year - Month Year

- This section can also be an opportunity to share your experiences as a leader, honors received, community involvement, professional development activities, or membership in organizations. As illustrated, replace “job title” with the role you played.
 - Including bullet points is optional, depending on what you wish to convey to a potential employer.
-

ADDITIONAL SKILLS [List skills that are testable and concrete. Soft skills such as communication, organizational, and interpersonal skills should not be listed here, but rather incorporated into your bulleted accomplishment statements above.]

Technology: Try to include programs that would not be assumed based on education and include your proficiency level. For example: Advanced User of Microsoft Office Suite, including Outlook, Excel, and PowerPoint, as well as Adobe Photoshop.

Languages: For example: Proficient in oral and written German; Beginner knowledge of Spanish.

III. Transferable Skills & Action Verbs

TRANSFERABLE SKILLS

Transferable skills are those that can be applied in multiple work settings. Consider incorporating them, in addition to those that are specific to your intended career field, by providing examples of when you have successfully used them in your bulleted accomplishment statements. Some examples of transferable skills include the following:

CLERICAL	CREATIVE	HUMAN RELATIONS	PUBLIC RELATIONS	RESEARCH	TRAINING
Bookkeeping	Designing	Advising	Conducting	Assessing	Adapting
Classifying	Developing	Assisting	Consulting	Calculating	Communicating
Collecting	Establishing	Counseling	Informing	Collecting	Demonstrating
Compiling	Illustrating	Empathizing	Planning	Diagnosing	Enabling
Computing	Imagining	Facilitating	Presenting	Evaluating	Encouraging
Examining	Improvising	Guiding	Promoting	Examining	Evaluating
Filing	Inventing	Listening	Representing	Extrapolating	Explaining
Organizing	performing	Motivating	Responding	Interviewing	Instructing
Recording	Revitalizing	Representing	Researching	Investigating	Planning
Word processing	Visualizing	Serving	Writing	Synthesizing	Stimulating
COMMUNICATION	FINANCIAL	MANAGEMENT	PROBLEM SOLVING	TECHNICAL	
Editing	Accounting	Communicating	Analyzing	Adjusting	
Explaining	Administering	Consulting	Appraising	Aligning	
Influencing	Allocating	Coordinating	Diagnosing	Assembling	
Interpreting	Auditing	Delegating	Examining	Drafting	
listening	Balancing	Directing	Executing	Engineering	
Mediating	Calculating	Evaluating	Planning	Installing	
Promoting	Forecasting	Leading	Proving	Observing	
Speaking	Investing	Negotiating	Reasoning	Operating	
Translating	Projecting	Persuading	Recognizing	Programming	
Writing		Planning	Validating	Repairing	

ACTION VERBS

Beginning each bulleted accomplishment statement with a strong action verb helps to highlight your successes and allows a reader to get a sense of your skills by scanning the page prior to reading each individual bullet point. It is a good idea to vary the action verbs on your resume in order to appeal to different audiences. Below is a list of verbs to help get you started.

A	Consulted	Evaluated	Integrated	Planned	S
Achieved	Contrasted	Examined	Intended	Posted	Scheduled
Acted	Controlled	Executed	Interviewed	Prepared	Selected
Adapted	Converted	Expanded	invented	Prescribed	Separated
Adjusted	Convinced	Expedited	Investigated	Presented	Served
Administered	Coordinated	F	L	Priced	Serviced
Advanced	Counseled	Facilitated	Launched	Processed	Set up
Advised	Counted	Filed	Lectured	Produced	Simplified
Altered	Created	Filled	Led	Promoted	Sold
Analyzed	Cultivated	Forecasted	Liaised	Proposed	Solved
Appraised	D	Formulated	Logged	Protected	Specified
Arranged	Decided	Fostered	M	Provided	Started
Assembled	Decreased	Fulfilled	Maintained	Purchased	Strategized
Assessed	Defined	G	Managed	R	Streamlined
Audited	Delivered	Gained	Manufactured	Realized	Strengthened
B	Demonstrated	Gathered	Marketed	Received	Studied
Balanced	Designed	Generated	Measured	Recommended	Summarized
Budgeted	Detected	Grew	Mediated	Reconciled	Supervised
Built	Determined	Guided	Mentored	Recorded	Supplied
C	Developed	H	Migrated	Recruited	Supported
Calculated	Devised	Handled	Minimized	Redesigned	T
Calibrated	Diagnosed	Headed	Monitored	Reduced	Tested
Categorized	Differentiated	Hired	Motivated	Referred	Tracked
Charted	Distributed	I	N	Removed	Trained
Classified	Documented	Identified	Negotiated	Reorganized	Transformed
Coached	Doubled	Illustrated	O	Repaired	Translated
Collected	Drafted	Implemented	Obtained	Reported	Troubleshoot
Combined	E	Improved	Operated	Represented	U
Communicated	Edited	Increased	Orchestrated	Researched	Updated
Compiled	Eliminated	Influenced	Ordered	Resolved	Upgraded
Composed	Encouraged	Informed	Organized	Restructured	V
Computed	Engineered	Initiated	Originated	Revamped	Verified
Conducted	Enhanced	Inspected	Oversaw	Reviewed	W
Configured	Ensured	Installed	P	Revised	Weighed
Consolidated	Established	Instituted	Performed	Revitalized	Wired
Constructed	Estimated	Instructed	Persuaded	Routed	Won

IV. Chronological Resume Samples

SAMPLE 1: Chronological Resume

Min Nguyen

mnguyen@hotmail.com

Permanent Address:
1515 Howard Street
Atlanta, GA 30342
(404) 555-5555

Current Address:
2500 North Kenmore #2
Chicago, IL 60614
(312) 555-5555

- Education** **DePaul University**, Chicago, IL
Bachelor of Arts in Public Relations and Advertising Expected June 2012
G.P.A. 3.3/4.0
Academic Honors: Dean's List all quarters in attendance
Golden Key International
- Coursework** Advertising Campaigns Healthcare and Public Relations
Advertising Media Planning Crisis Communication
- Experience** **DePaul Student Government**, Chicago, IL 2008 – Present
Advertising Staff
- Assist in production of independent and commercial documentary films.
 - Coordinate media relations and arrange promotional events.
 - Collaborate with marketing and creative staff on press releases, space ads, posters, and dealer promotions.
- Irvin and Smith, Inc.**, Atlanta, GA Summers 2008, 2009
Administrative Assistant
- Researched new market opportunities by investigating and identifying potential customers and competitors.
 - Provided status reports to management on all operations activities on a weekly basis.
 - Worked with advertising, sales, and technical groups to develop brochures and trade show displays.
 - Arranged employee travel to and from conventions and conferences.
- Leadership** **DePaul University**, Chicago, IL 2009 – Present
Freshman Orientation Leader
- Familiarize students with on campus support services and facilitate tours of DePaul's Campus
- DePaul University Accounting Club**, Chicago, IL 2009 – Present
Treasurer
- Student Newspaper** 2008 – 2010
Staff Writer
- Skills** **Language:** Conversational in Spanish
Computer: Proficient in Microsoft Office, including Word, Excel, and PowerPoint

SAMPLE 2: Chronological Resume

Martha Smith Martha.Smith@hotmail.com

2425 N. Sheffield, Apt #602 - Chicago, IL 60614 - (773) 555 -5555

- Objective** To obtain an internship in marketing or communications in which I can contribute my interpersonal, writing, and time management skills.
- Education** DePaul University, Chicago, IL
Bachelor of Arts in English, June 2011
Minor in Japanese Studies
G.P.A. 3.4/4.0
- Ritsumeikan University , Kyoto, Japan
Study Abroad Program, Winter Quarter 2010
- Experience** **CNA Insurance Company, Chicago, IL** July 2009 – Present
Marketing Support Clerk
- Conduct an average of 50-75 telephone interviews per week with customers from target markets.
 - Collect and analyze quantitative and qualitative research data using internet databases, prescribed interviewing techniques, and SPSS.
 - Draft marketing materials to be included in new publications.
- McDermott, Will & Emery Law Firm, Chicago, IL** May 2008 – June 2009
Receptionist
- Directed incoming calls on a 40-line switchboard.
 - Greeted clients and instructed them to fill out appropriate paperwork.
 - Organized all aspects of a luncheon for the law firm's attorneys and their clients.
 - Created and maintained an electronic filing system, enabling users to access scanned documents remotely.
- Macy's Department Store, Chicago, IL** Seasonal 2007 & 2008
Sales Associate
- Assisted and advised customers on purchases of various merchandise.
 - Dealt with customer inquiries and complaints in a polite and efficient manner.
 - Executed special customer orders via telephone, email, and fax.
- Activities** DePaul Ambassador Club, *Member* 2008 – Present
Student Advisory Board, *Member* 2008 – Present
Marketing Club member, *Special Events Coordinator* 2008 – Present
Alpha Kappa Alpha Sorority, *Member* 2007 – Present
- Skills** Proficient in Windows, Word, Excel, Outlook, and SPSS
Functional in PowerPoint
Fluent in verbal and written Japanese

SAMPLE 3: Chronological Resume

Hector Gonzales

123 Software Way
Chicago, IL 60000

312-555-5555
hgonzales@email.com

OBJECTIVE: To obtain a part-time or internship position in which I can contribute 1+ years of IT experience and education, as well as my collaboration and communication skills.

EDUCATION:

Bachelor of Science in Computer Science, DePaul University, Chicago, IL Expected June 2011
Cumulative GPA: 3.0/4.0; Major GPA: 3.6/4.0

TECHNICAL SUMMARY:

Languages: C++, Visual Basic, Cobol, Java, HTML, JavaScript
Software: Word, Excel, PowerPoint, WordPerfect, Front Page
Operating Systems: Windows, UNIX, DOS
Databases: Access, SQL

COURSE PROJECTS:

System Analysis and Design Winter 2010

Production Control Project

- Led a team of five students in designing, coding and implementing an SQL database.
- Entered and updated information using a search engine robot.
- Completed analysis and designed documentation with data flow diagrams, structure charts, process specifications, data-dictionary and a user manual.

E-Commerce

Summer 2009

Website Design Project

- Designed a personal web site using HTML; viewable at www.hgonzales1.depaul.edu.

RELATED EXPERIENCE:

Digiworld, Chicago, IL

May 2008 – Present

Database Intern

- Maintain 1000 customer records in company's Access database.
- Update website with information on new events and services utilizing Front Page.
- Process online subscriptions, activating new subscriber accounts by creating usernames and passwords.

DePaul University, Chicago, IL

October 2007 – July 2008

Lab Assistant

- Provided technical support to students in a lab with 150 workstations.
- Performed troubleshooting and problem-solving of hardware and software issues.

ADDITIONAL EXPERIENCE:

General Office Company, Naperville, IL

August 2007 – May 2009

Clerk

- Coordinated scheduling of events and meetings for multiple departments.
- Distributed newsletters and correspondence to constituents.

ACTIVITIES:

- Member, Computer Science Society (ACM student chapter) September 2009 – Present
- Secretary, Student Government Association December 2008 – Present
- Member, Golden Key Honor Society May 2009 – Present

SAMPLE 4: Chronological Resume

Laura Jackson

1005 West George, #2 Chicago, IL 60657

ljackson@depaul.edu (773) 555-5555

EDUCATION

DePaul University, Chicago, IL
Bachelor of Science in Marketing, June 2007
Minor in Sociology
G.P.A. 3.1/4.0

EXPERIENCE

USA Track & Field, Indianapolis, IN
Communication/Media Intern, Summer 2006

- Coordinated communications between USA Track and Field publications, internet production, and information distribution teams.
- Contributed to writing, editing, and distribution of press releases.
- Facilitated daily press department mailings.
- Generated database for USA Track and Field Hall of Fame grand opening.
- Updated athletes' online biographies after every track meet.
- Assisted the Promotions Department by participating in on-location promotional events and programming activities.

DePaul University, Chicago, IL

Nursing Learning Resource Center Assistant, August 2004 – January 2006

- Provided nursing students with research advice and service regarding nursing center, media library, and lab resources.
- Acquired and maintained knowledge of nursing curriculum, prerequisites, and other nursing-related course work in order to advise current students and promote program to prospective students.
- Issued audiovisual materials, reference books, reserve materials, and other clinical equipment.
- Answered phones for department and directed students to appropriate resources.
- Attended to opening and closing duties, such as prepping the computer lab, preparing reserve items for students, checking messages, and locking up.

ACTIVITIES & LEADERSHIP

Alpha Kappa Alpha Sorority, Member, January 2006 – Present

- Facilitate and support fundraising efforts by marketing through emails, flyers, and social media websites for philanthropic and community service efforts.

DePaul Ambassador Club, Senior Member, September 2006 – Present

- Provided tours of campus to prospective students and their families.
- Trained six new ambassadors on delivering campus tours and overnight visit protocol.

DePaul Marketing Club, Vice President, September 2005 – March 2007

- Recruited members and co-led club's annual fundraising drive.

SAMPLE 5: Chronological Resume

Nicole Anderson

456 Bellfour Drive Lincolnwood, IL 60654
(773) 555-5555 nanderso@students.depaul.edu

Summary of Qualifications

- Four years of progressive experience in communications, media, and public relations
- Graduate level education in public relations and advertising with coursework in theory, integrated campaigns, and strategic planning
- Highly motivated professional with an understanding of new media's role in public relations

Education

DePaul University, Chicago, IL
Master of Arts in Public Relations and Advertising, December 2010

South University, Kansas City, MO
Bachelor of Arts in Management, June 2007

Related Experience

Public Relations Assistant

Fox Chicago News, Chicago IL, 2008 – 2009

- Prepared and edited press releases to promote upcoming events and convey highlights of recent happenings
- Created organizational publications for internal and external audiences, including employee newsletters
- Assisted in the planning and execution of promotional events, including a “flash mob” with over 50 participants
- Arranged public appearances, lectures, contests, and exhibits for Fox Chicago News personalities

Special Report Intern

Real Life News, Anye, NY, 2007 – 2008

- Investigated and proposed opportunities to incorporate new media into organization's strategic communications plan
- Developed and marketed organization's Facebook Fan Page, gaining over 1,500 fans in the first six weeks
- Collected and analyzed data, consulted with industry experts, and provided reporters with premise and sources for stories consistently ahead of schedule

Additional Experience

Customer Service Associate

Marshall and Company, Chicago, IL, 2006 – Present

- Serve customers making various payment transactions
- Process cash advances quickly and accurately to employees, resulting in being honored as Employee of the Month three times
- Balance cash receipts of previous day and compiled daily report for the auditing department, eliminating the need for a second shift employee, saving the company over \$2000 per month

Honors & Activities

Golden Key Honor Society Member, 2008
Amoco Scholarship Recipient, 2008
Marketing Club Secretary, 2007 – Present

SAMPLE 6: Chronological Resume

Douglas Noth

Dougnoth.23@gmail.com (312) 555-1111

Online Portfolio Viewable at: www.Doug.Noth.Portfolio.com

CAREER HIGHLIGHTS

- 2 years of experience in producing, directing, and editing videos, specifically documentaries
- Completed the *Atlantis Dual Degree Study Abroad Program* in France and Sweden
- Over 8 years of experience in community service, including fundraising, event and advocacy planning
- Proven skills in organizing, implementing, and working with diverse team members

EDUCATION

Atlantis Dual Degree Study Abroad Program, June 2009

B. A. in Digital Cinema, DePaul University, Chicago, IL

B. A. in Business Administration, Linkoping University, Linkoping, Sweden

RELEVANT EXPERIENCE

Director/Producer: *Atlantis Documentary*, Chicago, IL, January 2009-Present

- Produce and direct a documentary on the Atlantis Study Abroad Program to promote dual degree programs through DePaul and affiliate universities abroad.
- Travel to France and Sweden to coordinate and conduct interviews with University Presidents, Directors and students.

Co-Producer/Camera Operator: *Rafiki Collaborative Documentary*, Kenya/ Chicago, IL, November 2008-Present

- Traveled to Kenya to film a 15-minute documentary, which portrayed cultural and structural issues surrounding HIV and AIDS.
- Developed interviewing skills by conducting 11 interviews with local community leaders.

Assistant to Producer (Internship): *Richter Studios*, Chicago, IL, September 2008-Present

- Assist Producer with various pre-production activities, including location scouting and shoot planning.

Co-Director/Co-Producer: *Voices Documentary*, Chicago, IL, January 2009-June 2009

- Commissioned by DePaul Community Service Organization to create a 20-minute documentary about social justice on campus to be shown to all incoming freshman and elsewhere on campus to encourage student involvement.

Featured Extra: *Universal Studios*, Chicago, IL, May 2007

- Worked as a paid extra on a Dennis Quaid film, *The Express*, for Universal Studios.

ACADEMIC PROJECTS

Sound Director: *Cheap Seats movie for Project Bluelight*, Chicago, IL, August 2008

- Directed sound for 30-minute short written and directed by a faculty member with a crew of 20 students.

Producer: *Ride music video*, Chicago, IL, July 2007

- Produced a 3-minute music video for local hip-hop artist and DJ with crew of 4 students.

OTHER EXPERIENCE

DePaul Community Service Association: Senior Team, Chicago, IL, August 2008-Current

Ole Lounge: Bartender/ Server, Chicago, IL, August 2008-January 2009

DePaul University: Resident Advisor, Chicago, IL, August 2006-June 2007

COMMUNITY SERVICE AND HONORS

Best Buddies E-Buddy, May 2007-July 2008

DePaul Community Service Coordinator, April 2006-March 2007

DePaul AIDS Project Volunteer, January 2005-2007

Special Olympics Volunteer, May 2006

V. Functional & Combination Resume Samples

SAMPLE 7: Functional Resume, Career Changer with Gap in Work History

Dominique Harris

2312 N. Sheffield #306
Chicago, IL 60614
(773) 555-5555
Dharris2@depaul.edu

Objective To obtain a management position that will allow me to utilize my proven interpersonal, organizational, and management skills

Education **DePaul University** Chicago, IL
Bachelor of Arts in Psychology, June 2011
Minor in Management
GPA: 3.2/4.0

Honors Dean's List, all quarters in attendance
Psi Chi, Psychology Honors Society Member, 2009– present
Psychology Club, Alumni Relations Team Leader, 2008 – present
Golden Key Award Recipient, 2008

Experience

Interpersonal

- Facilitated negotiation between management and employees to resolve conflicts.
- Provided effective service by listening to customers and meeting their needs efficiently.
- Utilized effective persuasive skills in retail sales to sway customers to buy certain items.

Organizational

- Planned and organized store merchandise displays.
- Designed and developed merchandise system for business course research project.
- Recognized by supervisors as being detail-oriented in the office setting.

Management

- Trained nine new employees in effective sales techniques.
- Supervised various team building activities to enhance working environment.
- Served as store supervisor in manager's absence.

Work History

DePaul University, Department of Psychology Chicago, IL
Secretary/Receptionist, 2009 – Present

JCPenney Company Niles, IL
Sales Clerk/Cashier, 1994 – 1998

Walgreens Chicago, IL
Assistant Manager, 1992 – 1994

SAMPLE 8: Combination Resume, Part-Time or Internship Position

Adita Patel

1235 Turn Arial, Niles, IL 12345
(123) 456-7890 apatel@msn.com

Objective

To secure a part-time or internship position in the area of financial services in order to contribute my skills in analysis, customer service, and communication.

Career Skills

- Supervised a team of three part-time employees in processing and auditing customers' special orders on a regular basis.
- Prepared and distributed online financial weekly reports.
- Proven ability to work with diverse groups of staff and management.

Education

DePaul University, Chicago, IL Expected Graduation – June 2012
Bachelor of Science – Finance
Dean's List – all quarters in attendance

Relevant Course Work

Financial Accounting	Business Law	Money and Banking
Financial Management	Business Statistic	Capital Growth

Work Experience

Warrenburg Furniture, Chicago, IL
Client Service Agent April 2009 – December 2010

- Oversaw the accounts receivable department for a small upscale local furniture manufacturer.

Lincoln Bank & Loan, Niles, IL
Financial Services Agent January 2006 – March 2008

- Serviced loan clients in transactions for loan applications and personal savings accounts.

Professional Development

DePaul University Mentor Program, Member, 2006 – Present

- Assist new College of Commerce students by providing information on university resources, study-related issues, academic planning, and social events.

DePaul University Finance Club, Emerging Leaders Event Committee Chairperson, 2007 – Present