



# Résumé Development

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## What is a Résumé?

Your résumé is your marketing tool. It is a document for presenting your skills and experiences to potential employers. It should be constructed so it is easy to scan quickly, while containing enough information that a closer read will reveal essential details about what you've done and your potential.

## Résumé Guidelines

1. One page is usually sufficient for internship and entry level résumés
2. Reverse chronological format - most recent experiences within each category first
3. Include bulleted statements underneath your experiences to highlight relevant and **transferable skills**.
4. Lead your bulleted statements with action-verbs in the correct tense -present position = present tense (Develop), past position = past tense (Developed)
5. Do not include personal pronouns (e.g. I, me, my, we, etc.)
6. Use simple fonts such as Times New Roman, Arial or Calibri

## Transferable Skills

Entry-level candidates, with limited experience at the professional level in their chosen field, can demonstrate **transferable skills** by effectively presenting experiences and talents developed in part-time work, internships, classes, etc.

**EXAMPLE:** (job duty) I made phone calls.

Skill: What did you learn/demonstrate by performing this duty? Example: communication skills.

Structure: Put this into a statement: "I learned communication skills by making phone calls."

Eliminate "I" and add strong verb: "Developed strong communication skills."

Clarify: *Who? What? Where? When? Why?* UST alumni, fund-raising, phone center, fund-drive, scholarships.

Quantify: Where possible, give a sense of the scope of your experience: *How much? How many?*

Result: Where possible, highlight outcome and result to demonstrate impact.

**Original Bullet Point:** Made phone calls.

**Revised Bullet Point:** Communicated with over twenty alumni per evening as part of fundraising drive for student scholarships.

## Transferable Skills Statements Will Form Your Resume's Foundation

Desired skills for entry level positions can be ascertained in part from looking at listings for position openings. Perusing the ads you can almost always expect to see:

Communication (Written and verbal)  
Planning/Organizing/Prioritizing  
Teamwork abilities

Strong work ethic  
Analytical Abilities  
Problem solving

The specific list will vary depending upon the specific position or field you are looking at. As you begin your resume, use the model in the previous section to consider how you can craft entries demonstrating these and other required skills drawing from your work, volunteer and school experiences.

### **Below is a list of some action verbs that can be used to start skill phrases:**

acted	counseled	gathered	organized	reproduced
adapted	created	gave	perceived	researched
addressed	critiqued	guided	performed	restored
administered	debated	heard	persuaded	reviewed
advertised	decided	helped	planned	risked
allocated	defined	hosted	prepared	scanned
analyzed	delegated	identified	presented	scheduled
appraised	delivered	implemented	prioritized	screened
assessed	demonstrated	initiated	processed	serviced
assigned	designed	inspired	programmed	served
bargained	detected	interpreted	promoted	shaped
built	developed	invented	proofread	simplified
calculated	directed	judged	provided	sold
cared for	discussed	led	publicized	spoke
catered	drafted	learned	published	strategized
changed	drew	lectured	purchased	studied
clarified	edited	listened	raised	summarized
collaborated	educated	made	reacted	supervised
collected	encouraged	managed	read	supported
communicated	enforced	manipulated	reasoned	systematized
compared	enlisted	mapped	recommended	talked
compiled	evaluated	mediated	reconciled	taught
composed	examined	memorized	recorded	tended
computed	expedited	modified	recruited	terminated
conducted	experimental	monitored	reduced	trained
constructed	explained	motivated	reflected	translated
contributed	expressed	negotiated	related	traveled
controlled	facilitated	observed	remembered	understood
cooperated	filed	operated	repaired	validated
coordinated	fundraised	ordered	reported	wrote

## Résumé Categories

In this section, we'll highlight the categories most often used in the résumés of undergraduate students.

### 1. Identification:

The résumé begins with your name, address, phone number and e-mail address. You may also include your LinkedIn profile URL here if you have one. There are many different ways of highlighting or formatting this information. In this example, the information is centered at the top of the page:

**Kelly B. Goode**  
1314 Mockingbird Lane, St. Paul, MN 55104  
(651) 962-7777, [kbgoode@stthomas.edu](mailto:kbgoode@stthomas.edu)

### 2. Objective:

The objective suggests to the potential employer the focus of a candidate's search and what value the candidate will bring to the job and company. When you know the type of work you're seeking, it's important to state that in a way that's succinct and clear to the reader. The examples below are very general and should be tailored if the job title and company is known (see Note). Keep in mind that the *objective is optional*. When including a cover letter, the objective statement may not be necessary.

**Note:** You can/may customize your objective for each position (i.e., *Seeking the (name of position) at XYZ company that will utilize (list skills that are included in the job posting that you feel are strengths for you)*). This will get the employer's attention. Examples include:

Seeking a Sales Manager position at ABC Company that will utilize a strong customer service background and excellent problem solving abilities.

Obtain an accounting internship with XYZ Company in which a strong educational background and analytical skills will be applied.

### 3. Education:

For most current students, as well as most recent graduates, education is the most relevant accomplishment to potential employers; thus it is included before experience. Educational experiences can be highlighted with special activities and honors, as shown below:

**University of St. Thomas**, St. Paul, MN Anticipated Graduation: May 2015  
Bachelor of Arts, Major: **Communication**, Minor: **Business Administration** GPA: 3.2  
Honors and Awards: Omicron Delta Kappa (leadership society), Inducted Spring 2013; St. Thomas Award, Fall 2011-Present; Dean's List (five semesters)

**Note:**

- If you have achieved a GPA of 3.0 or better, DO include that on your résumé.
- Honors and awards are not essential. Not all students can claim them. Also, these may be set-apart in a separate section if you prefer.
- Generally, it is not advisable to include high school details in this section (exception: first year students).

#### **4. Experience:**

This section is where you detail your paid employment experience and other in-depth experiences. Jobs are listed with the most recent first. Before you begin, really think about what functions and accomplishments you have completed in each of the part-time, full-time or summer jobs you've held. You may list the place of employment or the job title first. Consider: "Given what I want to do, what do I want my prospective employer to notice?" So, an accounting student who has done basic bookkeeping might go with:

**Bookkeeper**, E's Home for Youth, Babbitt, MN Summers 2013 to Present

While a Social Work major who held the same job might list it as:

**E's Home for Youth**, Bookkeeper, Babbitt, MN Summers 2013 to Present

When possible, try and include more entries in your most recent employment, with fewer lines in subsequent entries. This subtly suggests that your work history has progressed. For instance:

**FedEx**, Customer Service Associate, St. Paul, MN January 2013-Present

- Assist customers with operating and troubleshooting computers and copy machines
- Enhance conflict management skills through resolution of customer complaints
- Trained new service associates with leadership, patience and understanding
- Reconciled register drawers and deposited cash and checks from daily sales

**Career Development Center**, Student Worker, St. Paul, MN September 2013-December 2014

- Communicated with students and staff to schedule appointments and manage office calendar
- Provided assistance and customer service to students in career resource center
- Created and maintained attractive bulletin board designs

#### **Other Résumé Categories**

Identification, Objective, Education and Employment are fairly standard categories for college students' résumés. There are other categories that are often included, as well. Whether you use these will depend on your particular achievements and experiences as well as how important they're likely to be to your potential employer. Categories may include:

##### ***Internship Experience:***

Sometimes you've had an internship that is not your most recent experience. One way to get this closer to the top of the page is to give your internship a separate category between Education and Experience.

##### ***Related Courses:***

Some students include lists of completed courses relevant to the target field or the position being sought. Most often used by first or second year students and those in technical fields (e.g., engineering).

##### ***International/Study Abroad Experience:***

If you've had this type of experience you might summarize/highlight experiences or transferable skills developed. This is especially important to highlight if you took a course or did a project that is relevant to the position you are applying for.

##### ***Honors and Awards:***

This can be part of Education or a separate category. This is great for students who've done quite well academically.

## **Student Involvement/Activities & Leadership:**

Many students are active on campus and are involved in clubs and campus life and may want to put those experiences on their resume. If you're very involved in a particular club, are a Resident Advisor, or hold a leadership role, you may want to treat these experiences as "jobs" and give them some bullet points and more in-depth descriptions.

## **Volunteer Activities:**

If you've volunteered, this is worth putting on your résumé. It helps the employer to see you as a well-rounded person and shows community involvement. Just because it is not paid experience doesn't mean it's not good experience. You may have gained transferrable skills as well, so you might include bullet points.

## **Profile (or Professional Profile, or Skill Summary):**

This can substitute for **Objective**, and can be especially useful if your focus is a bit broader than what fits in the somewhat tighter **Objective** category. It highlights and gets at the top of the page some of the experiences and qualities that you offer prospective employers.

## **Technical Skills:**

Increasingly, this is something employers like to know about even for non-technical positions. Here you'd list basic current technologies, hardware, software and languages that you've learned and used. Be specific and pull out particular programs you have worked with in your job settings.

## **Tips for Submitting Electronic Résumés**

E-mail résumés directly to potential employers or submit online, depending on what the company you are applying for wants. Tips for using these methods of delivery include:

- E-mail: create a PDF of the file so the format will not change when it is opened. Write your cover letter in the body of the email and attach your résumé as a .pdf file.
- Submit Online: Upload your résumé as a Word document so that the computer programs used to scan your résumé for keywords will be able to do so.

Label your attachments with your name. Receiving dozens of attachments marked simply "Résumé" can be confusing to a prospective employer. EXAMPLE: "Hanson Résumé, Accountant Position"

## **Print/Hard Copies of Résumés**

If you are planning to print out résumés or bring copies to interviews or career fairs, be sure to print on résumé paper. This paper can be found at office supply or department stores, and is also available in the UST Bookstore.

## **References**

References should be presented on a **separate** page from the résumé and should include professional references that can speak to your skills and qualifications. People you may consider asking are Professor/Faculty member, Advisor, Coach, Work Supervisor, Pastor. For each reference you will try to include their name, title, place of employment, mailing address, email, and phone number. For more information about references, please see the "References Tip Sheet" on the Career Development Center website at: [www.stthomas.edu/careerdevelopment/tips](http://www.stthomas.edu/careerdevelopment/tips).

## **Cover Letters**

Cover letters are usually sent as the companion piece to the résumé, though for On Campus Interviewing and Job Fairs they are unnecessary. For more information about cover letters, please see the "Guidelines for Cover Letters" handout, available in our Career Resource Center or at:

[https://blackboard.stthomas.edu/bbcswebdav/orgs/Career\\_Dev\\_Center/guides/Cover-Letters.pdf](https://blackboard.stthomas.edu/bbcswebdav/orgs/Career_Dev_Center/guides/Cover-Letters.pdf)

# TOMMIE FIRSTYEAR

2115 Summit Avenue, St. Paul, MN 55105  
tfirstyear@stthomas.edu, 651-962-1234

## OBJECTIVE

A leadership position at Tommie Central that will require strong interpersonal communication skills, creativity, and a positive, outgoing personality.

## EDUCATION

**University of St. Thomas**, St. Paul, MN Anticipated Graduation: May 2018  
Bachelor of Arts in *Communication and Journalism*, minor in *Spanish* GPA: 3.1/4.0

**Apple Valley High School**, Apple Valley, MN June 2014  
High School Diploma GPA: 3.3/4.0

## WORK EXPERIENCE

**Ireland Hall Front Desk, University of St. Thomas** September 2014 - Present  
*Student Worker* St. Paul, MN

- Greet visitors and answer questions with a positive attitude
- Supervise the hall to maintain safety and security of residents

**Green Mill Restaurant** May 2011 - August 2014  
*Waitress* Eagan, MN

- Promoted from Hostess in May 2011 due to strong work ethic and customer service skills
- Offered exceptional customer service by communicating with customers and catering to customer needs; managed conflicts when necessary
- Marketed seasonal items, specials and special events to customers to increase sales
- Collaborated with staff to ensure customers were seated and served in a timely manner
- Managed time efficiently in a fast-paced environment

**Private Families** June 2007 - August 2014  
*Babysitter* Apple Valley, MN

- Established relationships with three children between the ages of two and twelve
- Communicated with parents to understand needs and schedule, and inform of behavior
- Planned and organized fun and educational activities for up to three kids at a time

## ACTIVITIES

**Ireland Hall Council, Member**, University of St. Thomas September 2014 - Present

**Choir, Member**, University of St. Thomas September 2014 - Present

**School Newspaper, Editor**, Apple Valley High School September 2013 - June 2014

**National Honor Society, Member**, Apple Valley High School September 2011 - June 2014

**Varsity Choir, Member**, Apple Valley High School September 2010 - June 2013

## SKILLS

**Computer:** Microsoft Office: Word, Excel, PowerPoint, Publisher, Adobe Photoshop

**Language:** Intermediate Spanish (oral and written)

# Tommie Humanities

2115 Summit Avenue  
St. Paul, MN 55105  
thumanities@stthomas.edu  
651-962-1234

**Objective:** An internship in Criminology with Hennepin County that will maximize outstanding observational and behavioral skills, while building knowledge and experience in the field.

**Education:** **University of St. Thomas**, St. Paul, Minnesota      Graduation: May 2015  
Bachelor of Arts, Major: **Psychology**, Minor: **Criminal Justice**      GPA: 3.3/4.0  
Related Courses: Forensic Psychology, Brain and Human Behavior, Criminal Law and Procedure, Crime and Delinquency, Sensation and Perception, Social Psychology

**Internship:** **Intern**, Anoka County Corrections, Anoka, MN      September 2013 - Present

- Create and implement a new DWI repeat offender program
- Communicate with visitors at front desk to welcome and answer questions
- Assist 5-10 probation officers with client workloads
- Perform clerical duties including filing paperwork, making copies and answering phones

**Work:** **Catering Manager**, Buca di Beppo, St. Paul, MN      April 2012 - Present

- Work 20-25 hours a week to finance education
- Collaborate with team members to supervise events and ensure all tasks are completed on time
- Enhance leadership skills through training new employees

**Sales Associate**, DSW, Coon Rapids, MN      June 2011 - September 2011

- Demonstrated excellent customer service by caring for customer needs
- Managed the cash register to complete monetary transactions

**Nanny**, Private Family, Ham Lake, MN      June 2006 - August 2010

- Cared for and supervised two young boys
- Planned and organized social and physical activities

**Campus Activities:** **Member**, Psychology Club      September 2011 - Present  
**Member**, Volunteers in Action      September 2012 - Present  
**Volunteer**, State Fair Booth, St. Paul, MN      August 2013  
**Participant**, VISION Mission Trip, Tennessee      March 2013

**Skills:** **Certification:** American Red Cross CPR      March 2014  
**Computer:** SPSS, Microsoft Office Suite - Including Excel

# TOMMIE ANALYTICAL

2115 Summit Ave | St. Paul, Minnesota 55105 | (962) 671-1234 | tanalytical@stthomas.edu

## EDUCATION

**University of St. Thomas**, St. Paul, Minnesota Expected Graduation with 150 credits: December 2016  
Bachelor of Arts in Business Administration, Opus College of Business **GPA: 3.5**

Concentration: **Accounting**

**Honors:** Beta Gamma Sigma International Honor Society, Dean's List (four semesters)

**Study Abroad:** London Business Semester Fall 2013

- Participated in homestay program to immerse self in Anglican culture
- Volunteered at Nursing Home through BUS 200 course, providing companionship to elderly and recording memoirs
- Traveled throughout UK and European Union

## ACCOUNTING INTERNSHIP

**UnitedHealth Group** June 2014 - August 2014  
Corporate Accounting Intern Minnetonka, Minnesota

- Prepared BlackLine account reconciliation trend reports
- Mapped accounts from Essbase (Excel application) to Hyperion Strategic Finance
- Prepared and posted journal entries to the general ledger in PeopleSoft
- Updated over 100 account reconciliations

## PROFESSIONAL DEVELOPMENT PROGRAMS

**KPMG**, Discover Summer Leadership Program, Minneapolis, MN July 2014

**Deloitte**, Emerging Leaders Student Program, Minneapolis, MN June 2013

## LEADERSHIP & CAMPUS ACTIVITIES

**Accounting Club**, Executive Board (January 2013-Present) September 2012 - Present

- Organized the Accounting Career Fair with record firm and student attendance
- Planned Professional Development Week in September
- Planned five social events with accounting firms last semester

**Center for Ministry**, Mass Lector September 2012 - Present

**Delta Sigma Pi** (Professional Business Fraternity), Member September 2013 - October 2014

**Campus Outreach**, Member January 2013 - December 2013

## EMPLOYMENT

**Development Office, University of St. Thomas** September 2012 - November 2013  
Student Assistant St. Paul, Minnesota

- Planned events as a member of the Special Events Steering Committee
- Managed Women Connect Program's social media pages
- Performed database research to identify potential donors
- Created and updated Microsoft Excel spreadsheets

**Alliancenet, Inc.** May 2011 - March 2012  
Database Researcher Chanhassen, Minnesota

- Researched prospective clients and provided invoices to clients

## VOLUNTEER

**Good Samaritan Nursing Home**, Waconia, MN September 2010 - Present

**Holy Family Catholic High School**, Waconia, MN October 2010 - June 2012



## **Tommie Technical**

2115 Summit Avenue, St. Paul, MN 55105  
ttechnical@stthomas.edu, 651-962-1234

### **Objective**

To contribute strong analytical skills, research experience, technical skills and creative problem solving to the Mechanical Engineer position at Top Notch Technology.

### **Education**

**University of St. Thomas**, St. Paul, Minnesota  
Bachelor of Science in *Mechanical Engineering*

Graduation: May 2015  
GPA: 3.57/4.0

### **Related Skills**

*Computer:* Solidworks, Pro/Engineer, Finite Element Analysis on ANSYS, MatLab, C/C++, Labview, Microsoft Excel  
*Transferable:* Research, documenting, and technical writing

### **Engineering Internship**

**Emerson Process Management**, *Mechanical Engineering Intern*, Rosemount, MN  
2013

May 2013 - August

- Designed fixtures using Pro/Engineer and ANSYS
- Ran test to determine reason for low First Pass Yield of product calibration station
- Worked on automating manual calibration stations to reduce product cycle time
- Updated engineering drawings for welding fixtures

### **Research Experience**

**University of St. Thomas**, *Research Assistant*, St. Paul, MN

May 2013 - Present

- Collaborate with professor to research homogenization of composite materials at the mesoscale
- Perform statistical analysis tests to analyze material property data
- Analyze data to determine whether certain engineering assumptions could be made
- Use MatLab and Abaqus

**VIRTEX Research Program**, *Research Assistant*, University of Minnesota, Minneapolis, MN June 2009 - August 2009

- Assisted research program to determine the effect of fear on human response to imposed questions
- Interpreted data, prepared poster, and presented at University of Minnesota Research Symposium
- Gained experience using Matlab to analyze data

**University of Minnesota/Edison High School**, *Research Assistant*, Minneapolis, MN

April 2009 - June 2010

- Performed microfluidics research using thermally activated polymer
- Designed fluid flow channels and built test prototypes
- Ran tests and analyzed data
- Organized Elisa method on thermally activated polymer to create HIV test device

### **Volunteer and Activities**

**American Society of Mechanical Engineers**, *Member*, University of St. Thomas

September 2012 - Present

**Globally Minded Student Association**, *Member*, University of St. Thomas

September 2012 - Present

**United Nations of Minnesota**, *Volunteer*, St. Paul, MN

September 2013 - Present

**Community Mediation Services, Inc**, *Civil Conflict Mediator*, New Hope, MN

April 2012 - August 2013

### **Honors and Awards**

**Dease Scholar**, University of St. Thomas

2011

**Peace And Justice Scholarship Recipient**, The Vincent L. Hawkinson Foundation

2011

# **Tommie Sales & Marketing**

2115 Summit Avenue, St. Paul, MN 55105  
(651) 555-6776, [msalesmkt@stthomas.edu](mailto:msalesmkt@stthomas.edu)  
<http://www.linkedin.com/tommiesales>

## PROFILE

- New professional with excellent marketing and design skills.
- Team player with an enthusiastic attitude and strong work ethic.
- Goal driven business owner with excellent time management abilities.

## EDUCATION

**University of St. Thomas**, St. Paul, MN  
Bachelor of Arts, Major: Communication and Journalism

Graduation December 2016  
GPA: 3.25

**Study Abroad:** "International Business Semester," Seville, Spain - Spring 2014

- Coursework included International Marketing, Understanding International Sales, and Cultural Workplace Development

## INTERNSHIP EXPERIENCE

### **Marketing Intern**

FuncorpCentral

May 2013-August 2014  
West St. Paul, MN

- Performed store demonstrations of company's birthday party products for ten retail locations throughout the state.
- Communicated with store personnel and parents on safe use of toys and balloons.
- Built positive relationships with storeowners.
- Completed and submitted reports within one day of events.

## EMPLOYMENT

### **Sales Associate**

Nordstrom's

December 2013-Present  
Bloomington, MN

- Acted as part of men's casual clothing sales team in company's largest grossing store.
- Recognized as Associate of the Month in third month on the job.
- Maintained in-store displays and presentation of merchandise.

### **Owner**

Guys Doing Lawns

Summers 2011-Present  
Inver Grove Heights, MN

- Started and developed lawn service with twenty-five customers.
- Doubled size of business in two years, based on word of mouth customer satisfaction.

## ACTIVITIES & INTERESTS

**Member**, Communication Club - University of St. Thomas

Fall 2013-Present

**Volunteer**, Neighborhood Paintathon Weekend

Spring Semesters 2012-Present

**Member**, LaCrosse Club - University of St. Thomas

September 2012-May 2013