



# GUIDE TO: RESUME WRITING



**UNH Career Development Center**  
103 Bartels Student Activity Center  
[careerdevelopmentcenter@newhaven.edu](mailto:careerdevelopmentcenter@newhaven.edu)  
[www.unhcareercenter.com](http://www.unhcareercenter.com)

## Contents

<b>Purpose of a Resume</b> .....	3
<b>Formatting a Resume</b> .....	3
<i>Heading</i> .....	3
<i>Objective vs. Profile/ Summary of Skills</i> .....	4
<i>Education</i> .....	4
<i>Experience</i> .....	5
<i>Additional Sections</i> .....	6
<b>What NOT to Include on a Resume</b> .....	6
<b>Action Words</b> .....	7
<b>Sample Resumes</b> .....	8

Check out our video tutorial for Resume Writing at  
[www.unhcareercenter.com](http://www.unhcareercenter.com)!

## Purpose of a Resume

*\*The goal of a resume is not to get a job... it is to get an interview. All content should be focused on that goal\**

- The resume is your first impression to a prospective employer. Therefore, it needs to be well-written, factual, and relevant to the position.
- A resume is a **marketing tool**, designed to sell you to a prospective employer. A resume is designed to market you for the next job you want, not the last one you had!
- It is essential to highlight these four main points:
  1. **Character** - Who are you? What makes you unique?
  2. **Purpose** - What do you want? Why are you applying for this job?
  3. **Experience** - What have you done? How are you qualified for this position?
  4. **Potential** - What skills do you possess? Can you apply them to the position?

*\*An employer will visually scan your resume for **30-45 seconds**.\**

## Formatting a Resume

Organization	Create a well-organized resume by using <b>bullet points</b> to list information. Use <b>bold</b> words to emphasize important information and be <b>consistent</b> in placement of the information. Be sure that all content is in reverse-chronological order ( <i>most recent position first</i> ).
Page Length	Less is best, so try to keep it to one (1) page, single spaced. If you need more room to showcase your qualifications, then you can have additional pages.
Font Size	11-12 point
Font Style	Use a professional font such as Times New Roman, Georgia, etc. Avoid using different colors – black text only.
Margins	A minimum .5" border all around
Graphics	Only use graphics (pictures, designs, etc.) if you are in the graphics industry
Resume Templates	Avoid using pre-formatted resume templates typically found in Microsoft Word. The point of a resume is to differentiate; using a template makes you conform

## Heading

- The heading section contains your **name**, **address**, **phone number** and your **UNH** or **professional** email address. Your name should be the largest item on your resume. Avoid using a header. You can also add a link to your LinkedIn profile and/or an online portfolio.

### EXAMPLE

MICHAEL LEWIS FISHER

---

343 Leonard Avenue, East Haven, CT 06543  
(203) 876-8954 ▪ [Johnathan.L.Fisher@gmail.com](mailto:Johnathan.L.Fisher@gmail.com)

## Objective vs. Profile/ Summary of Skills

Many recruiters recommend a **Profile** or **Expertise** section instead of an **Objective** statement. This section provides an overview of your skills and experience in 2-3 sentences or through the use of bullets. Avoid generic statements and try to use keywords from your industry that reflect your skill set.

### EXAMPLES

#### SUMMARY OF QUALIFICATIONS

- Highly motivated individual with valuable experience and education in (field of interest)
- Exceptional skills in adapting to multiple working environments
- Strong ability to multi-task under pressure and remain attentive to detail
- Committed to maintain the highest level of confidentiality

---

#### EXPERTISE

Spanish (fluent)	Team-Oriented	Criminal Intelligence	Leadership
Dignitary Protection	Problem Solving	Self-Motivated	Detail-Oriented
Service Orientated	Active Listener	Negotiation	Critical Thinking

---

#### PROFILE

Motivated law enforcement graduate with paralegal and business analyst background. Enthusiastic individual with strong work ethic. Tri-lingual with fluency in English, Spanish and Arabic who possesses excellent organizational and time management skills. Excellent in problem assessment and ability to excel in a fast-paced working environment.

## Education

For most college students, your education section is going to be your selling point and should come before your experience section. As you accumulate experience, your education may fall further down on your resume. You do not need to list your high school.

It is essential to include the following:

- Name of your university (University of New Haven)
- University location (West Haven, CT – not New Haven!)
- Your degree (include concentrations and minors as appropriate)
- Graduation date (without using the word “Expected”)
- GPA (if it is a 3.0 or higher), Honors, Scholarships, Awards, etc.

If you obtained an Associate degree or a certificate from UNH or another University, you can add in in this section as well. If you attended another University but did not graduate, it is optional to include the name of the school and dates attended.

### EXAMPLE

#### EDUCATION

University of New Haven	West Haven, CT
<b>Bachelor of Science, Criminal Justice</b>	May 2014
<i>Concentration: Investigative Services, Minor: Spanish</i>	
Dean's List: Fall 2010-Present, GPA: 3.96, Honors Program, Alpha Phi Sigma Honor Society	

## Experience

The best way to begin writing your experience section is to grab several sheets of paper and write one experience at the top of each page (internship, job, volunteer, etc.) and list everything that you have done during your experience. Once you have listed all of this information, it will be easier for you to develop this section. Then, incorporate the most important aspects of your positions into strong, action-oriented statements using our list of action words. If you are not currently at a specific job, all action words should be in the *past* tense. All duties and responsibilities of positions should be listed in *order of importance*.

When writing your bulleted statements for positions held, think of where you added value to an organization and quantify where possible. Did you increase sales? If so, how much did you increase sales? Did you streamline processes? If you trained or supervised, how many individuals did you lead? Stay away from solely listing your job duties. You will want your resume to highlight the skills you have obtained from your various experiences. Think of formatting your statements in this manner:

## **Action + Result + Outcomes = SKILLS**

### EXAMPLES

#### RELATED EXPERIENCE

Columbia University Hospital, Department of Nutrition, Dugtown, NY

June 2012-Present

##### **Assistant Dietetic Technician**

- Implement meal inspections to ensure patient satisfaction with food service
- Provide optimal nourishment based on medical and age specific needs
- Assist dietitian supervisor with various supplemental needs of patients

Paradise Assisted Senior Living, Wallingford, CT

December 2011-May 2012

##### **Dietary Kitchen Staff**

- Supported staff in food and dining hall preparation, service and maintenance
- Assisted with inspections of meal service for 350 residents

#### **INTERNSHIP**

Federal Bureau of Investigation

New Haven, CT

**Intern (500 hours), Assistant Analyst**

January 2012-December 2012

- Participated in investigations involving airline hijackings and hostage situations
- Planned and executed mock crime scene scenarios for other interns
- Assisted Intern Coordinator with various administrative duties and responsibilities
- Attended Advanced Spanish Diagnostics Conference in Sierra, NV

\*NOTE: You can and should have several sections that represent the depth and breadth of your experiences\*

Example: Internship Experience, Research Experience, Volunteer Experience

Consider a Relevant Experience section to group together part-time, full-time or internship positions you have held that are directly related to your future career goal. You may also choose to have a **Work History** or **Work Experience** section, which can host any other experiences, such as waiter/waitressing positions.

## Additional Sections

<b>Leadership</b>	If you have been more than just a member or an organization(s) you could incorporate it into a leadership section (e.g. Peer Mentor).
<b>Extracurricular Activities</b>	If you have not held any leadership roles on campus but have been involved in different clubs/ organizations and campus activities, you should include it on your resume. The activities section shows that you are involved on campus and are well rounded.
<b>Community/ Volunteer Experience</b>	This section shows that you are motivated, involved and care about the community.
<b>Computer/ Language Skills</b>	Focus on specific computer skills for the job and/or industry. Include other specialized skill sets such as laboratory equipment. If you also are fluent or have an understanding of other languages you should specify them in this section.
<b>Related Coursework</b>	If you do not have much related experience, this is a great addition. List about 4-8 relevant courses. Key work is <i>relevant</i> – only list courses related to the job.
<b>Related Projects</b>	This section works well for students that engage in team-based projects in business, engineering or other disciplines. List the name of your project, the semester it was completed, as well as project goals and outcomes.

**Remember:** A resume is designed to highlight your personal qualifications. Therefore, the order of your sections may differ from someone who has a similar educational background. You can have more than one resume directed towards specific job positions.

**Example:** If Leadership Activities are stronger than Work Experiences, you would put Leadership above Work Experience.

**\*Please note:** this guide provides basic information relevant to all career/industry types. Different resume formats exist for various career paths. For example, if you are pursuing a position that is technical in nature, your Computer Skills section will be up higher on your resume. For science-related positions, Lab Skills will also be placed higher up. Art/design students may have pictures or graphics to highlight creativity. If you have questions on what type of format is right for you, please contact the Career Development Center.

## What NOT to Include on a Resume

The following is a list of things that you should not include in your resume:

- A picture
- Your social security number
- Your birthdate
- Marital status, height and weight
- The words “I,” “my,” or other forms of the first person (e.g. “I was responsible for...”)
- Full sentences or paragraphs – use bullets or sentence fragments instead
- “Responsibilities included...” Your resume should be more than a listing of tasks
- References or a line stating that “references are available upon request”

## Action Words

The following page contains a series of action words that could be used on your resume:

Accomplished	Contracted	Experimented	Mastered	Reorganized
Achieved	Continued	Explained	Measured	Repaired
Acquired	Contributed	Expressed	Mediated	Reported
Acted	Conveyed	Facilitated	Memorized	Represented
Addressed	Convened	Fashioned	Mentored	Reproduced
Adjusted	Cooperated	Filed	Mobilized	Researched
Administered	Coordinated	Financed	Modeled	Resolved
Advertised	Corrected	Focused	Modified	Responded
Advised	Corresponded	Forecasted	Molded	Restored
Allocated	Counseled	Formed	Monitored	Retrieved
Analyzed	Crafted	Formulated	Motivated	Reviewed
Answered	Created	Founded	Named	Revised
Anticipated	Critiqued	Functioned	Negotiated	Scheduled
Applied	Dealt (with)	Gathered	Observed	Searched
Appraised	Defined	Generated	Obtained	Selected
Appreciated	Delegated	Graded	Operated	Sensitized
Arbitrated	Delivered	Guided	Ordered	Served
Arranged	Demonstrated	Handled	Organized	Serviced
Articulated	Derived	Helped	Outlined	Shaped
Ascertained	Designed	Identified	Oversaw	Shared
Assembled	Described	Illustrated	Paired	Showed
Assessed	Determined	Implemented	Participated	Simplified
Assigned	Developed	Impressed	Performed	Skilled
Assisted	Devised	Improved	Persevered	Socialized
Attained	Diagnosed	Increased	Persuaded	Sold
Attended	Directed	Influenced	Planned	Solicited
Audited	Discovered	Informed	Played	Solved
Balanced	Discussed	Initiated	Possessed	Sought
Bargained	Dispatched	Innovated	Predicted	Specified
Budgeted	Dispensed	Inquired	Prepared	Staged
Calculated	Displayed	Inspected	Presented	Stimulated
Carried out	Dissected	Inspired	Printed	Structured
Catalogued	Distributed	Installed	Processed	Studied
Categorized	Diverted	Instilled	Produced	Succeeded
Chaired	Drafted	Instructed	Programmed	Suggested
Challenged	Dramatized	Insured	Projected	Summarized
Changed	Edited	Interacted	Promoted	Supervised
Channeled	Educated	Interpreted	Proposed	Supported
Clarified	Elicited	Intervened	Protected	Surveyed
Classified	Empathized	Interviewed	Provided	Synthesized
Coded	Empowered	Introduced	Publicized	Targeted
Collaborated	Encourages	Invented	Published	Taught
Collected	Endured	Inventoried	Purchased	Tended
Committed	Enlisted	Investigated	Qualified	Tested
Communicated	Ensured	Involved	Quantified	Took
Compared	Entertained	Joined	Raised	Trained
Compiled	Established	Judge	Rated	Translated
Completed	Estimated	Learned	Recognized	Treated
Composed	Evaluated	Lectured	Recommended	Tutored
Computed	Examined	Licensed	Reconciled	Updated
Conceived	Exchanged	Listened	Recorded	United
Conducted	Executed	Located	Recruited	Utilized
Confronted	Exercised	Maintained	Referred	Verified
Constructed	Exhibited	Managed	Regulated	Volunteered
Contacted	Expanded	Manipulated	Related	Wrote
Concluded	Expedited	Marketed	Rendered	

## JOHNATHAN LEWIS FISHER

343 Leonard Avenue, East Haven, CT 06543  
(203) 876-8954 ▪ [Johnathan.L.Fisher@gmail.com](mailto:Johnathan.L.Fisher@gmail.com)

### PROFILE

- Highly motivated individual with valuable experience and education in (field of interest)
- Exceptional skills in adapting to multiple working environments
- Strong ability to multi-task under pressure and remain attentive to detail
- Committed to maintain the highest level of confidentiality

### EDUCATION

University of New Haven  
**Bachelor of Arts, Psychology**  
**Bachelor of Science, Criminal Justice**  
Scholarships/Awards: Presidential Scholarship, SAT Writing Award, Town of East Haven Outstanding Student Award, Student Affairs Leadership Award

West Haven, CT

May 2014

GPA: 3.67

### EXPERIENCE

East Haven Crisis Center  
**Crisis Management Intern (150 hours)**  
▪ Collaborated with immediate supervisor with various secretarial responsibilities  
▪ Assisted with integration of new hotline telephone program  
▪ Provided support and assistance to walk-in patients

East Haven, CT

Aug.2013-Dec. 2013

### WORK HISTORY

University of New Haven  
**Resident Assistant**  
▪ Directly oversee the safety, health and wellness of 60+ residents  
▪ Utilize crisis, organizational and time management skills to resolve conflicts among residents  
▪ Design and perform programs to build community throughout the residence hall

West Haven, CT

Aug. 2013-Present

Allen County Public Library  
**Receptionist**  
▪ Addressed customer concerns in efficient and timely manner  
▪ Exhibited superior interpersonal skills with customers and coworkers  
▪ Improved efficiency of front desk by implementing innovative clerical procedures

New Haven, CT

Jun. 2011-Jan.2013

ShopRite  
**Cashier (part time)**  
▪ Maintained a clean and orderly checkout station and accurately completed all transactions

West Haven, CT

May 2010-Jun.2011

### UNH EXTRACURRICULAR ACTIVITIES

Admission Team (A-Team)  
➤ Provide campus tours for prospective students

Dec. 2010-Present

Psychology Club  
➤ Vice President – schedule community service events and serve as assistant to club president  
➤ Undergraduate Student Government Association (USGA) Representative – represent the club during meetings

Sept. 2010-Present

### COMPUTER SKILLS

Microsoft Word, PowerPoint, Excel, Access, Groove, InfoPath, SharePoint, Visio, Publisher, OneNote



# Debbie Morgan

---

287 East Meadow Street • Yorkville, NY 11765  
(652) 783-8272 • [Debbie.morgan@gmail.com](mailto:Debbie.morgan@gmail.com)

<b>PROFILE</b>	Motivated graduate with history and archaeological background. Enthusiastic individual with strong work ethic; tri-lingual with fluency in English, Spanish and Arabic who possesses excellent organizational and time management skills. Knowledgeable in problem assessment and ability to excel in a fast-paced working environment.	
<b>EDUCATION</b>	University of New Haven, West Haven, CT <b>Bachelor of Arts, History</b> <u>Minors:</u> <i>Spanish, Arabic</i>	May 2013 GPA: 3.62
<b>RELATED EXPERIENCE</b>	Colonial New Amsterdam Exhibit, New York, NY <b>Intern Guide</b> <ul style="list-style-type: none"><li>▪ Participated in reenactments of 18<sup>th</sup> century history events</li><li>▪ Served as exhibit tour guide for various local elementary schools</li><li>▪ Performed various secretarial tasks for administrative staff</li></ul>	Summers 2011-2012
	19 <sup>th</sup> Century Museum, Plainsville, NY <b>Office Assistant/Guide</b> <ul style="list-style-type: none"><li>▪ Exhibited superior interpersonal skills with customers and coworkers</li><li>▪ Improved efficiency of front desk by implementing innovative clerical procedures</li></ul>	Summer 2010
<b>WORK HISTORY</b>	ShopSmart Mall, West Landing, CT <b>Security Guard</b> <ul style="list-style-type: none"><li>▪ Maintain secure environment to ensure safety of all customers</li><li>▪ Prepare reports for all incidents regarding burglary, alarms, bomb threats and medical emergencies</li></ul>	Jan. 2011-Present
	ShopRite, West Haven, CT <b>Cashier (part time)</b> <ul style="list-style-type: none"><li>▪ Maintained a clean and orderly checkout station</li><li>▪ Greeted customers and accurately completed all transactions</li></ul>	May 2010-Jun. 2011
<b>LEADERSHIP</b>	University of New Haven, West Haven, CT <b>Resident Assistant</b> <ul style="list-style-type: none"><li>▪ Directly oversaw the safety, health and wellness of 60+ residents</li><li>• Utilized crisis, organizational and time management skills to resolve conflicts among residents</li><li>▪ Designed and perform programs to build community throughout residence hall</li></ul> <b>Undergraduate Student Government Association</b>	Aug. 2011-May 2013 Aug. 2012-Sept. 2013
	<ul style="list-style-type: none"><li>▪ President of student body to promote interests of the university to administration</li><li>▪ Managed a \$1.5 million budget and oversee 150 recognized student organizations</li><li>▪ Supervised and delegated tasks to appointed Executive Board</li></ul>	
<b>COMPUTER SKILLS</b>	Microsoft Word, PowerPoint, Excel, Access, Groove, InfoPath, SharePoint, Visio, Publisher, OneNote, Google Docs	

# William Harris Cooper

---

300 Boston Post Road • West Haven, CT 06156 (campus) • 258 York Avenue • Miller, PA 98734 (permanent)  
(763) 384-3676 • [William.H.Cooper@gmail.com](mailto:William.H.Cooper@gmail.com)

## EXPERTISE

Spanish (fluent)	Team-Oriented	Criminal Intelligence	Leadership
Dignitary Protection	Problem Solving	Self-Motivated	Detail-Oriented
Service Orientated	Active Listener	Negotiation	Critical Thinking

## EDUCATION

University of New Haven  
**Bachelor of Science, Criminal Justice**  
*Concentration: Investigative Services, Minor: Spanish*  
Dean's List: Fall 2010-Present, GPA: 3.96, Honors Program, Alpha Lambda Delta Honor Society

## INTERNSHIP

Federal Bureau of Investigation  
**Intern (500 hours), Assistant Analyst**  
▪ Participated in investigations involving airline hijackings and hostage situations  
▪ Planned and executed mock crime scene scenarios for other interns  
▪ Assisted Intern Coordinator with various administrative duties and responsibilities  
▪ Attended Advanced Spanish Diagnostics Conference in Sierra, NV

## WORK EXPERIENCE

ShopSmart Mall  
**Security Guard**  
▪ Maintain secure environment to ensure safety of all customers  
▪ Prepare reports for all incidents regarding burglary, alarms, bomb threats and medical emergencies

ShopRite  
**Cashier (part time)**  
▪ Maintained a clean and orderly checkout station and accurately complete all transactions

## LEADERSHIP

University of New Haven  
**Resident Assistant**  
▪ Directly oversee the safety, health and wellness of 60+ residents  
▪ Utilize crisis, organizational and time management skills to resolve conflicts among residents  
▪ Design and perform programs to build community throughout the residence hall  
**Undergraduate Student Government Association (USGA)-President**  
▪ Elected by student body to promote interests of the university to administration  
▪ Managed a \$1.5 million budget and oversee over 150 recognized student organizations

## COMPUTER SKILLS

Microsoft Word, Excel, PowerPoint, Outlook, Groove, Access, Publisher, Google Docs, Photoshop

## Debbie Morgan

300 Boston Post Road· West Haven, CT 06156 (Campus)· 258 York Avenue ·Miller, PA (permanent)  
(763)384-3676· Debbie.morgan@gmail.com

---

### SUMMARY OF QUALIFICATIONS – SCIENCE AND LABORATORY

A recent Biology graduate with hands-on experience in scientific research and reporting, animal behavior and care, program planning and delivery, and science-based education. Proficient with PCR, Microscopy, DNA litigation, Chromatography (ion exchange, affinity, gel filtration), Methylmercury Analysis

### EDUCATION

University of New Haven

West Haven, CT

**Bachelor of Science, Biology**

May 2014

GPA: 3.65

*Coursework Includes:* Marine Vertebrate Zoology, Genetics, Environmental Health, Invertebrate Zoology

### RESEARCH EXPERIENCE

**Animal Behavior Research Project**

September 2013- Present

Worked under Dr. Jane Science at University of New Haven, West Haven, CT

- Gather and manipulate behavioral data to find trends in adolescent male chimpanzee grooming patterns
- Investigated whether time of day, frequency of meals, mating habits, and other factors influenced patterns
- Report findings to processor through written reports and presentations

### PUBLICATIONS & PRESENTATIONS

**Morgan, D.** (2013). DNA comparison of chimpanzees and humans, *Basic Research of Animal DNA*

**Morgan, D.** DNA comparison of chimpanzees and humans. Presented at the American Society for Animal Science Conference, New York, NY, March 28-April 1, 2013; poster XX.

### RELATED EXPERIENCE

**Animal Education Intern**

May 2012-Present

Cape May County Zoo

Cape May, NJ

- Planned and facilitated educational programming for elementary school children
- Observed animal training and care taking; assisted with feeding, grooming, and medical care
- Collaborated with a staff of ten to create a new initiative to raise awareness of endangered species

**Animal Volunteer**

June 2011- Present

Jersey Shore Animal Hospital

Toms River, NJ

- Assisted with care of animals, including feeding; Educated visitors and answered questions

### LEADERSHIP EXPERIENCE

**Resident Assistant**, University of New Haven, West Haven, CT

September 2012-Present

- Develop and implement recreational, social and cultural programming for 60 students
- Serve as the University's representative and role model in the residence halls and across campus

### PROFESSIONAL AFFILIATIONS & ACTIVITIES

Member, Alpha Lambda Delta

Spring 2012-Present

Member, American Society of Animal Science

Fall 2011-Present