

EDUCATION

Education should be at the top of your resume, as it is what you are working on right now, and probably is your most relevant experience. Be sure to fully spell out everything, including the name of the institution (Pacific Lutheran University), the name of your degree (Bachelor of Arts, Bachelor of Science, etc.), and your major(s) and minor(s). Include your GPA if it is above a 3.0 and include the GPA scale (for example a 3.2/4.0).

EXPERIENCE BLOCKS

Each experience you have is one “experience block.” Experience can be just about anything you have completed, from volunteer experience, work experience, student organizations, and even projects you have done in classes. Each experience block should be formatted the exact same way, and include these five details: (1) Organization name, (2) Location, (3) Your title, (4) Dates you were there, (5) Accomplishment Statements. See the FAQ section if you have questions on formatting.

ACCOMPLISHMENT STATEMENTS

Accomplishment statements are the bullet points that describe the skills you used or gained in each experience block on your resume. Typically, each experience block will have two to five accomplishment statements. This is where you should focus your energy when working on your resume. Below is a formula that can help make your statements strong and meaningful:

Skill/What did you do? + **How did you complete it/gain the skill** + **Why did you do it? (or result)**

Connecting words: *by, through, using* Connecting words: *resulting in, in order to, to, for*

Instead of saying: “improved recycling options on campus,” think about the **WHAT, HOW** and **WHY**.

WHAT: Designed and implemented a recycling program at Pacific Lutheran University (PLU)

HOW: By partnering with campus organizations

WHY: To provide 65 additional recycling containers across campus

Putting all those pieces together the accomplishment statement would look like this:

“Designed and implemented a recycling program at Pacific Lutheran University (PLU) by partnering with campus organizations to provide 65 recycling containers across campus.”

Tips

- Provide context through examples and numbers to help give your statements more credibility.
- If you are currently doing the activity, use present tense. If you no longer are involved, still include activity, but use past tense.
- These statements may be longer than typical sentences you write, but because they are detailed they will be more worthwhile to include on your resume. Each bullet point can be two lines long; if it rolls over onto a third line, it might be too long.

WHAT’S THE POINT?

A resume is about **skills**. Job descriptions typically list several skills and qualifications that are important for a person to have in order to succeed in the position, as determined by the employer. Your resume is a response to a job description. You can even mimic the language on the job description to show that you are the right person for the job. Your resume should not highlight everything you have ever done, but should highlight everything that you have ever done that relates to the skills required for that specific job.

CHARLES PENN

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Professional Statement

Outgoing campus leader and successful fundraiser ready for the challenges of a full-time marketing position with an emphasis in market research and product planning.

Education

Bachelor of Arts, Pacific Lutheran University (PLU) – Tacoma, WA

Jan. 2014

Major: *Mathematical Economics*, Minors: *Mathematics and Sports Psychology*

Cumulative GPA: 3.8/4.0, Dean's List 2010-present

Study Away: England, Italy

Jan. 2014, Jan. 2012

Relevant Coursework: Econometrics, Linear Algebra, Differential Equations, Economic Game Theory,
Mathematical Modeling in Economics, Computer Science (for Excel and Matlab)

Data Analysis Experience

Washington State Department of Revenue: Research & Fiscal Analysis – Olympia, WA

Intern

June 2013-Aug. 2013

- Compiled data through meticulous research in order to analyze the impact of tax exemptions, incentives, and proposed law changes for the Washington State Legislature
- Developed and corrected databases by creating SAS programs to process particular data requests for public entities and state legislators
- Organized U.S. Patent data sets with over 2 million observations by merging and organizing the research to create an accurate portrayal of patents across industries in various states
- Created precise data sets by accessing various confidential data sources through means of direct contact and use of publications to expand the findings for particular tax studies

Leadership Experience

Omicron Delta Epsilon, International Honor Society in Economics – Tacoma, WA

President

May 2012-Present

- Coordinate bi-weekly meetings to establish Economics Club and enhance the membership and activity in the club
- Facilitate and advertise monthly events by communicating with university faculty to orchestrate presentations from professional speakers for club members and other students

PLU Office of Residential Life – Tacoma, WA

Resident Assistant with Additional Duties, Tinglestad Hall

Aug. 2012-May 2013

- Scheduled the hours for 24 front desk employees by organizing a variety of student schedules in order to ensure consistent high quality service for the residence hall
- Enforced employee discipline as necessary, utilizing the Front Desk Employee Manual to clearly communicate consequences for current or future delinquent actions
- Mentored fellow Resident Assistants through active listening and encouragement to guide the development of a unified staff

PLU Emerging Leaders Program – Tacoma, WA

Mentor

Jan. 2013-May 2013

- Facilitated monthly meetings with a first-year student mentee to exemplify and encourage leadership on campus
- Defined goals for the both parties to obtain by taking advantage of university leadership opportunities, resulting in a leadership role in Residential Life for the first-year student, and a career peer educator position for the mentor

Skills and Qualifications

- SAS experience organizing, editing, and merging databases
- Econometric modeling experience using Excel and Stata
- Proficiency with Microsoft Office, Google Apps, and social media

Salazar Slytherin

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Education

Pacific Lutheran University

Tacoma, WA

Bachelor of Arts

Class of 2014

Majors: Business Administration; Chinese Studies

Emphasis: Management and Human Resources

Sichuan University

Chengdu, China

Enriching study away experience in globalization and cross cultural communication

Study Away Fall 2012

Act Six Scholarship and Leadership Initiate

Tacoma, WA

Full tuition, full need scholarship for urban community leaders

2010-2014

Mentoring and Supervising Experience

Career Connections

September 2013 – Present

Career Peer Educator:

Tacoma, WA

- Assist students with resumes and cover letters through drop-in hours and suggesting the best revisions in order to strengthen documents and prepare for job applications and interviews.
- Facilitate and assist in resume and career workshop events by paying attention to detail, fostering communication with a team and giving feedback to students in order to prepare for career fairs and job interviews.

Residential Life, Pacific Lutheran University

August 2013- Present

Residential Assistant:

Tacoma, WA

- Supervise college residence hall of 22 residents by being attentive to the safety and security of residents in order to foster an inclusive and developing community.
- Provide informational and educational wing meetings once a month in order to let the residents know of the available resources on campus by analyzing openings in multiple schedules and scheduling various speakers to visit the wing.

Seattle All City Marching Band, Seattle Public School District

June 2011-Present

Trumpet Staff Instructor:

Seattle, WA

- Instructing 130+ high school students by coordinating music and marching sectionals resulting in a proper execution of marching and music fundamentals in public performances.
- Foster urgency for community service commitment by assisting in student leadership seminars for 130+ students in order to generate community-minded individuals committed to give back to their community.

Customer Service Experience

Human Resources Department, Pacific Lutheran University

April 2011 - 2012

Human Resources Support Clerk:

Tacoma, WA

- Managed all 400+ employee paperwork with attention to confidentiality, detail and filing in order to maintain office organization and operations.
- Assisted potential job applicants with questions by maintaining professionalism through phone calls, replying to emails and walk-in applicants in order to provide them with clear, concise and detailed answers.

Argosy Cruises

June – September 2009

Shore-side Guest Services:

Seattle, WA

- Analyzed ticket sales so that sales were not exceeding total cruise capacity by using a database management system, communicating with the ships' captains and paying attention to cruise schedules in order to provide the best experience.
- Promoted cruise tours by repeating a consistent, welcoming and energetic sales pitch over a microphone to potential customers on the Seattle waterfront resulting in high attendance in tours and sales.

Youth Force, Century Link Field

October 2008 – August 2009

Fan Support/Guest Services:

Seattle, WA

- Welcomed season ticket holders and special guests in the VIP lounge by confirming their reservation and leading them to their agency representative in order to set the tone for a positive stadium experience.
- Created pre-game crowd excitement by handing out limited pre-game giveaways and facilitated pre-game activities in order to foster a positive stadium experience and increase the rate of returning visitors.

ROWENA RAVENCLAW

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EDUCATION

- **Pacific Lutheran University (PLU) – Tacoma, WA** **May 2015**
Dual Degree: Bachelor of Arts in Communication, Bachelor of Arts *GPA: 3.6/4.0*
Majors: Public Relations and Anthropology, Minor: Women and Gender Studies
 - *Presidents Scholar*
 - *Articulated involvement, time management and academic success by maintaining a high GPA and leadership experiences in high school and continuing at PLU to fund 50% of tuition*

LEADERSHIP AND TEAMWORK EXPERIENCE

- **PLU Competitive Speech and Debate (Tacoma, WA)** **August 2010-Present**
Team President *May 2012-Present*
 - Write current event briefs by conducting research and finding examples to create a complete file of potential topics and arguments for the team
 - Lead a team of 12+ people by assisting peers with research and communicating expectations to achieve success at regional and national tournaments
 - Planning a tournament schedule and practices in collaboration with the coach to encourage student participation, growth and learning
 - Organize events and public debates designed to engage the campus community in discussion of current events and campus issues to promote dialogue and discourse
- **The Library (Tacoma, WA)** **April 2012-Present**
President *Elected March 2013-Present*
 - Advise 6 Library Executive Board Members and 8 Library Presidents through one on one meetings and goal setting to ensure the success of individuals and respective organizations
 - Advocate on behalf of the 1,700+ Library students by attending Board of Regents meetings and other meetings with University leadership to represent student voices and concerns
Social Justice Director *April 2012-April 2013*
 - Co-Author report on gender neutral housing including research and proposals for university policy changes resulting in gender neutral housing options on campus for the 2013-2014 school year
 - Planned campus wide Gender Exploration Week through collaboration with 5 campus organizations resulting in daily events to increase awareness of gender issues on campus

CUSTOMER SERVICE EXPERIENCE

- **PLU Office of Admission, Red Carpet Club Host (Tacoma, WA)** **May 2011-May 2013**
 - Communicated and engaged with potential students and families by giving tours and hosting lunch conversations to 25+ people per week to explain and show PLUs mission and values
- **Roaring Falls Water Park, Guest Relations Officer (Austin, TX)** **March 2010-September 2011**
 - Prioritized guest and employee needs in the central communication office by responding to emails, phone calls, and office guests in a respectful and timely manner to create a positive experience at the water park

RELEVANT EXPERIENCE

- **The Washington Bus, Summer Fellow (Seattle, WA)** **June 2012-August 2012**
 - Articulated passion and clear goals for youth involvement in politics through essays and interviews resulting in professional development, mentorship and collaboration with industry professionals
 - Collaborated with a team of 20 fellows to work with the Approve Referendum 675 Campaign to ensure success and expand campaign management skills
- **Private Family, Summer Caregiver (Austin, TX)** **May-August 2010, 2011**
 - Coordinated engaging activities, such as field trips to museums or days at the park, for 2 children ages 6 - 9 to ensure summer was active and educational
 - Planned meals and snacks by communicating with parents to provide healthy and hearty meals for children
 - Established rapport by interacting and playing with children
 - Mediated disagreements and conflicts between children to reach collaborative solutions

HELGA HUFFLEPUFF

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EDUCATION

Pacific Lutheran University, Tacoma, WA May 2014
Bachelor of Arts
Majors in Political Science and Hispanic Studies GPA: 3.86/4.0
Minors in Sociology and History
• PLU Dean's List Fall 2010-Present

RESEARCH EXPERIENCE

Research Assistant to Maria Chavez-Pringle – Pacific Lutheran University, Tacoma, WA February 2011-September 2012

- Designed the interview questions for the questionnaire used during the interviews
- Conducted 26 person and over the phone interviews
- Transcribed each interview in order to access information quickly and recognize recurrent themes

VOLUNTEER EXPERIENCE

ESL Assistant Program Coordinator – Pacific Lutheran University, Tacoma, WA September 2012-Present

- Facilitate and instruct ESL courses to 12-15 adults ages 18+ through book lessons, PowerPoint presentations, and one-one-one conversational activities to improve students verbal and writing English skills
- Advertise ESL program by taking flyers to different locations and announcing it during church services reaching 1000+ community members in order to increase participation attendance
- Facilitate interest meeting and teacher trainings through presenting an overview of the program, PowerPoint presentations, and answering questions to adequately prepare volunteer teachers to interact with students
- Coordinate student registration by allocating 15-20 volunteers to different posts

Youth Group Coordinator – Sacred Heart Church, Tacoma, WA March 2011-Present

- Mentor and advise 35+ students by facilitating group discussions, meeting once a week, and having one-on-one
- Organize and plan retreats serving up to 150 teenagers
- Organize monthly fundraisers by coordinating 10-30 teens during food sales, raffles, and other community fundraisings in order to always maintain a budget over \$2500
- Create brochures and flyers to advertise youth group in order to increase number of attending teens
- Manage funds by recording expenditure and profits twice a month in order to maintain balance accounts
- Organize and facilitate Deferred Action and Educational Workshops to 75-150 community members in order to
- Developed a service and leadership scholarship through community fundraisings resulting in a \$2000 scholarship
- Developed youth group by creating a working plan, registration forms and advertising new program in order to provide teens with a safe environment

Lead Usher – Sacred Heart Church, Tacoma, WA March 2011-Present

- Manage a group of 15-20 volunteers on a weekly basis by designing duty lists and designating each volunteer a responsibility to contribute to the logistics of mass
- Train children ages 4-11 to serve at church during the collection and communion by...in order to increase children participation at church

Proyecto MoLE Volunteer- Northwest Leadership Foundation, Tacoma, WA April 2011-Present

- Facilitate workshops on undocumented students to faculty and staff
- Collaborated with committee members for annual summit to create workshop proposals and schedule workshops in order to
- Trained to provide information about immigration, House Bill 1079, DREAM Act, and Deferred Action

First Communion Teacher – Sacred Heart Church, Tacoma, WA August 2006-Present

FREQUENTLY ASKED QUESTIONS

Do I need an Objective/Summary/Qualifications section?

Objective statements are not recommended. You can highlight skills more effectively in experience blocks.

Do I need to list every single job or experience I've ever had?

No. Your resume should highlight those jobs and experiences that display the qualities that the employer is looking for (which you will find in the job description).

Should I use a template from Microsoft Word or another resource?

No, editing a template is exceptionally difficult, which can make it hard to change/update your resume. Take the time to format your resume using spaces, tabs, bullet points and lines.

How much does my formatting matter?

Formatting is the most subjective part of a resume; make sure that it is consistent, clear, and not too text heavy. Once you have a clear and easy-to-read format, focus on succinct content.

How often should I update my resume?

You should be updating your resume frequently so that it includes accurate information. However, remember it is very important to tailor your resume to each job for which you are applying. This means you will have different resumes for different jobs, each one tailored to the skills of that particular job.

Should I include my high school education and high school jobs?

You do not need to include your high school in your education section; only list PLU and any other post-secondary institutions from which you have earned a degree. By the end of your sophomore year, jobs and experiences from high school should be replaced by recent involvement in college. The exception to this is if you are applying to a job that is directly related to experience you gained in high school or earlier. For example, if you are applying for a job at the Red Cross or similar organization, and you volunteered there in high school, you should include that relevant information.

Do I need to list my references at the bottom of the page?

No. If your employer wants your references, they will ask you for them. If you are asked to provide references, they should be on a separate piece of paper from your resume. See our Guide to References handout for more information.

DROP-IN ADVISING

Need More Help? Confused?

Just want a second opinion?

Drop-In Resume Advising

Call 253-535-7459 for

Drop-In hours.



Action Based Skill Verbs

Planning	Teamwork	Communication	Investigative/Research	Leadership
Facilitated	Encouraged	Negotiated	Analyzed	Organized
Arranged	Designated	Interpreted	Investigated	Communicated
Executed	Resolved	Corresponded	Created	Led
Dispatched	Coproduced	Clarified	Researched	Oversaw
Implemented	Consolidated	Encouraged	Organized	Managed
Monitored	Connected	Persuaded	Discovered	Supervised
Operated	Networked	Presented	Assessed	Instructed
Organized	Integrated	Publicized	Calculated	Facilitated
Prepared	Delegated	Solicited	Computed	Coordinated
Processed	Trained	Translated	Evaluated	Conducted
Scheduled	Set goals	Contacted	Observed	Mentored
Created	Administered	Transferred	Proved	Taught
Designed	Advised	Advertised	Reviewed	Counseled
Developed	Approved	Articulated	Studied	Developed
Formulated	Directed	Transmitted	Verified	Maintained
Instituted	Managed	Delivered	Experimented	Evaluated
Reorganized	Supervised	Exchanged	Projected	Guided
Transformed	Led	Informed	Critiqued	Reorganized
Solved	Collaborated	Messaged	Diagnosed	Assembled
Systemized	Negotiated	Endorsed	Extracted	Directed

Complete example:

(This is the WHAT) Provide customer service via written correspondence, telephone conversations, and face-to-face interaction (This is the HOW) through attention to detail and a sense of urgency (This is the WHY/RESULT) in order to best serve and retain customers.