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## What is a résumé?

A résumé is a brief document that summarizes your education, employment history, and experiences that are relevant to your qualifications for a particular job for which you are applying. The purpose of a résumé (along with your cover letter) is to get an interview. Research has shown that it takes an average of ten (10) interviews to receive one (1) job offer, so your résumé needs to be persuasive and perfect. Given this, your résumé must be user-centered and persuasive.

It is crucial that your resume reflects your personality and individuality, yet there are general principles which should serve as guidelines regardless of your choice of format or style. It is also important to remember that resumes may be "general" (useful for seeking positions in a variety of career fields) or "job specific" (a stated objective is usually present at the beginning of this type of resume). Resumes that are job specific tend to get the best results. Often, people have more than one resume; each emphasizes particular skills and experiences.

## What should it look like?

A general résumé should be a brief summary of your experience, so it should be as concise as possible (a one page maximum for those with a Bachelor's degree is commonplace). Résumés differ from letters and papers, and they are written in a concise style using bullet lists rather than long sentences and paragraphs. A résumé is designed to be skimmed quickly. You should look at as many résumé examples as possible before writing your own. You can check our samples to see several different formats. Though you may maintain a general résumé, you should tailor your résumés to fit the needs and expectations of each company and job position. Since the initial contact between your resume and the employer is so brief, your resume must be visually interesting. Avoid templates if possible and create a document that is unique to you starting in straight MSWord. Your resume should be error-free! Proofread carefully. Ask someone else to proofread it, too.

**Font:** Always use a simple easy-to-read font such as Calibri, Verdana, and Century Gothic. As a general rule, no font size on your resume should be smaller than 10 point. Your name should be the largest font size on your resume. A good range, depending on which font you use, is between 16 and 22 points. Try not to use a variety of fonts as consistency is important.

**Margins:** Your margins depend on how much information you are trying to put onto your resume. Left and right side margins should always be the same size. As a general rule, margins should be no smaller than .5 inches and no larger than 1 inch.

**Heading:** List your name and both a campus and a permanent address and phone number at the top of your resume page. Your name can be between 16 pt and 22 pt size font; you want potential employers to remember who you are. After graduation only your permanent address is necessary. If you check e-mail regularly, list this address as well.

**Format:** Job titles and places where you have worked may be emphasized in bold type, CAPITAL LETTERS, italics, or be underlined. Keep in mind that consistency plays a vital role in a positive appearance. If you plan to highlight your "Education" heading with bold type and capitalization, be sure that your corresponding titles (e.g. Objective, Employment, Activities) are highlighted in the same fashion. Beware, however, of overemphasizing. In a sea of capital letters, bold type, and underlined words, nothing distinguishes itself from the rest.

**DO:**

- Use phrases starting with action verbs.
- Use language that creates vivid word pictures for potential employers.
- While being descriptive, keep explanations as concise as possible.
- Use quantities, amounts, and dollar values whenever they enhance the description of your accomplishments.
- Keep your tenses and format consistent according to the time in which you completed the responsibility.

**DON'T:**

- Use the personal pronoun "I" (There are occasional exceptions to this rule).
- Use phrases like "Responsible for" and "Was in charge of." Do not say what you were supposed to do, say what you did.
- Include personal data such as height, weight, health, age or marital status.
- Include a photograph unless requested.
- Include salary information or address of prior employer; the name of the company and city and state where it is located is sufficient.
- Have any typos or any grammatical errors.

## Types of Resumes: Chronological, Functional, Scannable

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### Chronological Resume

This style of organization is very conservative, and it is most useful for people who have work experience in positions which are closely related to their desired employment. This style is also most suited to people who have not had long periods of unemployment time between jobs. This format starts with the present, or most recent, job and progresses back in time.

### Functional Resume

A functional resume emphasizes abilities or categories of skill or experience (rather than positions). Use headings which are most relevant to the job you are apply for. The following are some commonly used headings: **Management; Marketing; Technology; Insurance; Administration; Advertising; Public Relations; Communications; Education; Writing/Editing; Teaching; Research**, etc.

In a functional resume, the education and experience sections are arranged in order of importance, regardless of chronological sequence. The most important experience is described first and most fully. Less detail is needed as the significance of the experience diminishes. The strengths of the functional approach are many. It encourages you to prioritize your skills. If your most recent experience has been least meaningful or if you have spent several summers at similar jobs, you can control the way they appear on your resume. This format emphasizes skills and major accomplishments and allows you to organize them in an order that most supports your career objectives and interests .

The following are examples of when a functional resume is most suitable: - changing career paths - lack of direct experience for a job opening - possessing only seasonal or temporary work experience or having gaps between employment experiences - having a variety of unrelated work experiences.

## Scannable Resume

Resume databases enable employers to identify candidates for their openings without spending hundreds of hours weeding through stacks of resumes. At many companies, technology has replaced humans in the initial screening; therefore, it may be necessary to design an additional resume that will not be screened out by the computer. Unlike people, who may be impressed by format, language, personal qualities, and the like, computers are strictly objective. Selection through a database is most often determined by skills and experience.

While paper resumes can seize the reader's attention with action verbs, nouns are emphasized in scannable resumes since nouns are most often used for keyword searches. The process is similar to keyword searches available on library systems. The more keywords you use, the more likely that your resume will be chosen. Often, resumes are ranked based on the number of matches.

When determining the format of your scannable resume, it's important to remember that people will be reading your resume after the initial screening. An effective scannable resume includes a summary of keywords near the beginning of the document. The remainder of the resume may be any format you choose. To help you choose keywords, develop a list of job and industry jargon or buzzwords. When developing this list, read literature about the industry, job and organization; conduct informational interviews; and use words that appear in the job description.

### Tips for writing scannable resumes:

- Use a common font and a sans serif typeface such as Helvetica, Futura, Univers, Tahoma, Calibri
- Use font size 10 to 14 points.
- Avoid italics, graphing, shading, horizontal and vertical lines.
- Use a laser printer.
- Always send originals.
- Put your name on the first line, alone, with the address underneath.
- Do not fold your resume.
- Include a cover letter.

## Categories of Resumes

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The information you want to present on your resume should be grouped into certain categories to allow prospective employers to quickly find what they are seeking. There are some categories you should always expect to use, such as Education and Experience, as well as other categories that are used on certain types of resumes.

### Education

For most students, education represents the most significant accomplishment and is listed first. List your degree (Bachelor of Arts), graduation date, name and location of the university and major. If you studied abroad, wrote a thesis, or conducted original research, it should be included. You may add specific coursework if it relates to the field in which you are interested.

If you have a significant number of relevant honors from college, you might consider listing them under a separate heading entitled Honors. High school academic honors, activities, and experiences should be included if they are of major significance only and/or relate to your field of interest.

Once you have had several years' work experience after college (generally 5 years in total), many people choose to move the Experience category into first place on the resume and move the Education category to the bottom. Whether or not to do this is not universally accepted and we encourage you to check with a career counselor for advice on your particular situation.

### Experience (Alternative titles for this category include Work Experience and Employment)

In most employers' minds, experience is the most important section on the resume. They readily admit, however, that experience, and therefore skills, are gained not only through paid employment. Internships, volunteer positions, and campus activities can develop valuable skills which you will want to highlight.

It is essential in this category to pay close attention to your choice of wording. Remember to use action words, fragment sentences, and the appropriate tenses. Also, if the jobs that you have held have no real job titles, develop a title which conveys the essence of your job. Be as accurate and specific as possible when describing a particular job and giving yourself a title.

It is frequently useful and effective to emphasize experiences specifically related to the job by listing these under titles such as Communications Experience, Leadership Experience, Volunteer Experience, Organizational/Administrative Experience, Editing/Writing Experience, etc. The addition of such specific headings is often a hallmark of a functional resume.

**Additional Skills** (Alternative titles for this category include Skills, Related Skills, and Additional Qualifications)

A skills section lists both specific and general skills that are noteworthy, such as knowledge of foreign and computer languages, familiarity with statistical or laboratory techniques, and social media skills.

**Other Categories**

If you have published a piece of research or belong to any professional organizations, this fact may merit inclusion under a separate heading. An Interests or Interests/Activities category is quite often used to include features such as domestic or overseas travel, hobbies, or relevant background information.

**Job Objective** (Alternative titles for this category include Position Sought, Professional Goal, Career Objective, and Summary)

A job objective identifies the type of work you are seeking, the field in which you are interested, or the skills you would like to use on the job. An objective statement is most effective if it provides clarification for the reader. For example, if you have a broad major (such as sociology or management), you are seeking an internship, or you are seeking a position that is not closely related to your major, you may consider using an objective.

A good objective statement answers the following:

1. What type of positions you are seeking (internship or entry-level).
2. What type of company/industry/job you are seeking (human resources, operational management, sales).
3. What qualities you bring to the job (your strengths).



### Summary of Qualifications or Highlights of Accomplishments

Summary of Qualifications (Replacing the Objective) is 3-5 concise sentences and is the first section listed on a resume. It is a summary of your most pertinent experience and qualifications that is customized for the position in which you are applying. This is also a place where attributes, such as punctuality and honesty, can be conveyed that would otherwise not be appropriate under work experience. Use the job description to help identify the areas of expertise, distinction, traits and related experiences you have without using the words “I” or “My”.

#### How to Write

1. Brainstorm about the skills and attributes that you possess. These skills need to pertain to the type of job you are trying to obtain. It might be helpful to reference the job description. Start writing down skills such as "Proficient in Microsoft Office applications," "Punctual," "Created employee handbooks," "Ranked No. 1 salesperson in past two positions," etc. Write down as many as you can and then narrow the list later. It can also be helpful to brainstorm with someone who knows you in the working world, because they might be able to suggest traits that you were not aware of.
2. Review your list. You might be able to combine multiple items to create one thorough bullet point. For example, list items such as “Punctual,” “Proficient in AutoCAD,” “Completes projects under budget” and “goal-oriented” could be combined to read “Punctual AutoCAD professional with a track record for finishing projects on time and under budget.”
3. Compare your list to your work experience. Does your list help summarize your work? Does your list summarize the skills for the job you want to obtain? If not, work on creating a more accurate list. If your list includes "Ability to read people" and you have held jobs that do not require customer service, adjust your skill to read "Ability to work well with a team by understanding the needs of my peers."
4. Narrow your list to three to five bullet points that most accurately and effectively summarize your work experience. These bullet points are the first list on your resume and can be the only area a recruiter may read; make sure that these bullet points reflect how you want to be summarized as a potential candidate. Keep in mind that a resume is never complete and new work experiences or a new career direction affect the content of your summary of qualifications.

Job Description : Pharmaceutical Sales  
Looking for **success-oriented individual** to **promote and sell products** to physicians and other health care providers. Qualifications include: Bachelor’s degree, superior **customer service skills**, and ability to **build and maintain relationships**, ability to master scientific information, **proven record of achieving sales goals**.

Skills Summary:  
**Success-oriented individual** with proven ability to **sell products** and **achieve sales goals** using **customer service skills** and ability to **build and maintain relationships**.

**Example #1**

Three years experience working in the \_\_\_\_\_ (fill in the blank) industry  
Competent at managing responsibilities in a high-volume atmosphere  
Skilled at interacting with customers of all socioeconomic backgrounds  
Hard worker, quick learner, and ability to assume responsibility

**Example #2**

Work well under pressure as part of a team  
Well-groomed appearance  
Polite, respectful, and courteous manners  
Responsible, efficient, and flexible  
Ability to work in a fast-paced, intense environment smoothly

**Example #3**

Quick learner, eager to further my \_\_\_\_\_ (fill in the blank) knowledge and skills  
Meticulous worker; attentive to quality and detail  
Able and willing to assist co-workers, supervisors, and clients in a cooperative manner  
Committed to providing total quality work  
Dependable employee with common sense and a variety of skills  
Work well under pressure to meet deadlines

**Example #4**

Ability to balance books and handle finances in a responsible manner  
Expert knowledge of computer software packages  
Work cooperatively with a wide range of personalities  
Proven ability to gain customer's confidence and trust  
Relates easily with all levels of co-workers and customers  
Excellent verbal and written communication skills  
Collaborate easily with co-workers and work well independently

**Example #5**

Possess excellent communication and inter-personal skills  
Perform effectively despite sudden deadlines and changing priorities  
Proven ability to identify, analyze, and solve problems  
Highly reliable self starter; can be counted on to complete assignments  
Proven competence in working with others in a team effort

**Example #6**

Worked both as a crew member and independently  
Get along well with employers and coworkers  
Experienced in customer relations

## Action Verbs

Resumes are from fragment sentences starting with action verbs at the beginning of each fragment.

<p><b>CREATIVE SKILLS</b></p> <p>acted conceptualized created designed developed directed established fashioned founded illustrated instituted integrated introduced invented originated planned revitalized shaped</p> <p><b>TEACHING SKILLS</b></p> <p>adapted advised clarified coached communicated coordinated developed enabled encouraged evaluated facilitated guided informed initiated instructed set goals stimulated</p>	<p><b>MANAGEMENT SKILLS</b></p> <p>administered analyzed assigned attained chaired contracted consolidated coordinated delegated developed directed evaluated executed improved increased organized oversaw planned prioritized produced recommended reviewed scheduled strengthened supervised</p>	<p><b>COMMUNICATION SKILLS</b></p> <p>addressed arbitrated arranged authored corresponded developed directed drafted edited enlisted formulated influenced interpreted lectured mediated moderated motivated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote</p>	<p><b>RESEARCH SKILLS</b></p> <p>clarified collected critiqued diagnosed evaluated extracted identified inspected interpreted interviewed investigated organized reviewed summarized surveyed systematized overhauled programmed remodeled repaired solved trained upgraded</p>	<p><b>FINANCIAL SKILLS</b></p> <p>administered allocated analyzed appraised audited balanced budgeted calculated computed developed forecast managed marketed planned projected researched</p> <p><b>TECHNICAL SKILLS</b></p> <p>assembled built calculated computed designed devised engineered fabricated maintained operated</p>	<p><b>ADMINISTRATIVE OR DETAIL SKILLS</b></p> <p>approved arranged catalogued classified collected compiled dispatched executed generated implemented inspected monitored operated organized prepared processed recorded retrieved screened specified systematized tabulated validated</p>
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## Chronological

### BRIAN DIAMONDI

17 Lawn Circle, Bedford, MA, 01926 ■ BDiamondi@gmail.com ■ (978) 210-5565 ■ <http://bdiamondi.wix.com/bdiamondi>

#### EDUCATION

University of Rhode Island, Kingston, RI May 2014  
Bachelor of Arts: Communication Studies Minor: Business, Gender Studies 3.5 GPA  
Scholarships: Rowing Athletic Scholarship /Founders Grant

#### EXPERIENCE

**Technical Recruiter:** Bridge Technical Talent, South Kingstown, RI Spring 2014-present  
Use internal tools to source candidates. Call potential candidates to assess their technical and soft skills. Format resumes and write summaries of candidate's skills

**Brand Ambassador:** BODYARMOR Super Drink, New England Fall 2013-present  
Engage consumers at all events, while executing specified sampling and promotional guidelines. Work with sales, marketing, retailers and consumers to communicate benefits of BODYARMOR; drive interest to product.

**Pharmaceutical Sales Rep:** Premama Products by Luna Pharmaceuticals INC., Providence, RI Fall 2013-present  
Conduct field research & expand knowledge base regarding products. Schedule and attend sales meetings with health care providers in the NE area. Use interpersonal and communication skills to build and maintain relationships with Ob-Gyns, midwives and doulas.

**Business Development Intern:** Course Hero: Remote Internship Fall 2013  
Received October 2013 intern's "success story of the week" for philanthropic efforts. Applied and honed business development, marketing, and communication strategies to drive visibility. Managed and led a team of 35+ students to help strengthen the academic resource that Course Hero provides.

**Advertising/Marketing Intern:** Gridiron Training LLC, Woburn, MA Summer 2013  
Teamed with colleagues to produce radio ads and promotions (98.5 The Sports Hub marketing campaign). Managed department heads/staff to negotiate contracts with various organizations (New Balance and Powerade). Promoted and hosted the Gridiron Games with MET-Rx athlete Nicole Wilkins.

#### ATHLETICS

**College Athletics (Division 1):** URI Women's Varsity Rowing Team Fall 2010-present  
2012/2013 A-10 Champions, participated in Royal Henley Regatta on the Thames in England. Train 40+ hours weekly, compete and travel while maintaining full academic schedule

**Athletic Coach/Trainer:** Gridiron Training LLC, Woburn, MA Summer 2013  
Evaluated individual abilities, needs, physical conditions to develop suitable training programs. Trained high profile clientele including, Michael Cox of NY Football Giants.

#### LEADERSHIP

URI Student Athlete Advisory Committee (SAAC): Media Chair  
URI Television Host: Dimension's of Diversity  
URI Peer Advocate and Civility Mentor: Vice President  
URI Film Collaborate: Actor and Director  
Men's Health Magazine "next fitness star" finalist

## Functional/Paragraph Resume

### Brandy Bregnard

124 Star Street, Hopkinton, MA 01748 • Phone (508) 123-4567 • bregnard@my.uri.edu

#### EDUCATION:

The University of Rhode Island, Kingston, RI

May 2014

Bachelor of Arts: Public Relations

Minor: Business Overall GPA: 3.27

#### COURSE HIGHLIGHTS:

Research Methods Communication, Marketing Principles, Media

Writing, Editing for Publication, Media Advertising, Writing in

Electronic Environments, Economics, Legal Environment of Business

#### PROFESSIONAL EXPERIENCE

South County Hospital, Narragansett, RI

Spring 2013

Marketing Intern

Researched and benchmarked competing hospitals. Corresponded with hospitals via email and over the phone. Recorded data into Constant Contact for upcoming events. Solidified relationships with affiliated companies and vendors. Interviewed hospital staff and contributed to hospital newsletters.

#### WORK EXPERIENCE

Paparazzi, Framingham, MA

2010–Present

Server/Bartender

Adapt to guest needs and requests. Train incoming employees. Multi-task and manage time effectively. Memorize all aspects of the menu including ingredients and preparation. Operate Aloha and Micros computer systems extensively. Maintain professionalism and a positive work ethic.

YMCA Summer Camp, Hopkinton MA

Summer 2011

Camp Counselor

Supervised children on the campgrounds and at a local farm. Taught children about animals and safety precautions.

#### COMPUTER SKILLS

Proficient in use of Microsoft Office (Word, PowerPoint, Excel) Social Media (Facebook, Twitter, Blogs)

## Functional/Bulleted

### Ngyun Chau

68 Stormy Rd. Coventry, RI 02816 ■ 401.200.300 ■ chau@gmail.com

#### EDUCATION

University of Rhode Island, Kingston, RI

Aug. 2012

Bachelor of Science: Kinesiology

GPA 3.2/4.0

Member: American College of Sports Medicine

Current

#### RELATED EXPERIENCE

Plus One, Coventry, RI

Summer 2012

Intern: Corporate Fitness

- Shadowed Exercise Specialist and gained understanding of corporate culture and employee fitness
- Designed exercise prescriptions according to individual client needs
- Helped to maintain facility and perform upkeep and maintenance
- Attended health seminars and gained understanding of topics, relevance and presentation
- Listened to clients/staff to understand trends and consumer needs

Peace Corps: Health Program, Kyrgyzstan

2008-2010

Volunteer

- Worked with members of the Red Crescent Society to develop AIDS education programs
- Taught English language to college students
- Facilitated camps; Taught children ages 8-15 fundamentals of baseball, basketball, and football
- Used strong interpersonal skills to build and maintain relationships
- Instructed Sexual Health Education courses at the high school level
- Completed 265 hours of Russian language instruction, spoke

YMCA of Greater Providence, Cranston, RI

2004-2008

Lifeguard/Aquatic Instructor

- Implemented and evaluated programs for swimmers ages 3-12
- Monitored and ensured the safety of those using the pool

#### EMPLOYMENT EXPERIENCE

Macy's, Warwick, RI

2010-present

Sales Associate

- Process check, charge, credit transactions with efficiency
- Utilize interpersonal skills to communicate with and assist customers

#### SKILLS SUMMARY

Computer Skills: Proficient in use of MS Suite, Mac and Windows

Language Skills: Proficient in Russian and German languages

## Functional/ Bulleted/Skills Summary/Practicum

### ELLEN WEAVER

6 Pond Drive, Warwick, Rhode Island 02886 • name123@gmail.com • 401-123-4567

#### PROFESSIONAL SUMMARY

Skilled in adapting to students' diverse learning styles  
Experienced in one-on-one tutoring and group instruction of ESL  
Accommodating and versatile individual with the talent to develop inspiring hands-on lessons

#### EDUCATION

University of Rhode Island, Kingston, RI May 2015  
Bachelors of Science in Human Development/Early Childhood Education  
RI Certification N-2

#### STUDENT TEACHING/PRACTICUM EXPERIENCES

**Drum Rock Early Childhood Center**, Kindergarten, Warwick, RI Spring 2014  
Student Teacher

- Created and implemented a unit on weather patterns and seasons.
- Modified instruction for the 6 out of 17 at risk students in the class.
- Planned standard based lessons in science, social studies, music and math
- Organized/prepared students for independent, whole, and group work
- Communicated with parents during conferences. Attended curriculum meetings
- Assessed students using rubrics and appropriate standards

**Drum Rock Early Childhood Center**, Kindergarten, Warwick, RI Fall 2014

- Created and implemented lessons plans
- Used many teaching and learning strategies to engage students

**Child Development Center**, Preschool, Kingston, RI Spring 2013

- Created and implemented integrated lesson plans
- Assessed students using rubrics and Rhode Island standards

**Village Coop Nursery School**, Kindergarten, Kingston, RI Fall 2012

- Prepared group activities in reading, writing, math, science and social studies
- Actively worked with students on fine and gross motor activities

#### EMPLOYMENT

**CVS Pharmacy**, West Warwick, RI 2012-Present  
Pharmacy Technician

- Fill and type prescriptions electronically, communicate with insurance companies

#### COMPUTER SKILLS

Proficient in Microsoft Word, Excel, PowerPoint and Access





## Functional/Class Projects/Bullet

### Elisha Stears

508-200-30015

Beach Lane, Medway, MA

Stears@my.uri.edu

#### EDUCATION:

University of Rhode Island, Kingston, RI

May 2015

Bachelor of Science: Nutrition/Dietetics

GPA 3.6/4.0, Dean's List, Phi Eta Sigma Honor Society

#### CERTIFICATION:

ServSafe Food Protection Manager

Current

First Aid/CPR

Current

#### RELATED EXPERIENCE:

Nutrition Assessment Lab

URI, Food Science and Nutrition, Kingston, RI

Fall 2013-Present

- Perform data entry regarding green eating study participations
- Research and review articles; discuss topics and recruit subjects

Student Dietitian

The Barton Center for Diabetes Education

Summer 2013

- Worked closely with dietitian on day to day happenings of camp
- Taught nutrition lessons regarding MyPlate and healthy eating
- Met with parents to discuss allergies and special diets

#### CLASS PROJECTS:

AFS 434 (Aquatic Food Quality and Processing)

Spring 2014

University of Rhode Island, Kingston, RI

- Identified Physiochemical and nutritional characteristics of aquatic fish and shellfish
- Understand the principles and application in handling and processing of fish and shellfish from harvesting to production

#### WORK EXPERIENCE:

Tour Guide

May 2012-Present

University of Rhode Island, Kingston, RI

- Provide information and showcase campus to prospective families
- Use interpersonal and communication skills to build relationships



## Scannable Resume

<b>Elisha Stears</b>	508-200-30015	Beach Lane, Medway, MA	Stears@my.uri.edu
<b>EDUCATION</b>			
University of Rhode Island, Kingston, RI			May 2015
Bachelor of Science: Nutrition/Dietetics			
GPA 3.6/4.0, Dean's List, Phi Eta Sigma Honor Society			
<b>CERTIFICATION</b>			
ServSafe Food Protection Manager			Current
First Aid/CPR			Current
Collaborative Institutional Training Initiative			Current
<b>RELATED EXPERIENCE</b>			
Nutrition Assessment Lab			
URI, Food Science and Nutrition, Kingston, RI			Fall 2013-Present
<ul style="list-style-type: none"> <li>• Perform data entry regarding green eating study participations</li> <li>• Research and review articles; discuss topics and recruit subjects</li> </ul>			
Student Dietitian			
The Barton Center for Diabetes Education			Summer 2013
<ul style="list-style-type: none"> <li>• Worked closely with dietitian on day to day happenings of camp</li> <li>• Taught nutrition lessons regarding MyPlate and healthy eating</li> <li>• Met with parents to discuss allergies and special diets</li> </ul>			
<b>CLASS PROJECTS</b>			
AFS 434 (Aquatic Food Quality and Processing)			Spring 2014
University of Rhode Island, Kingston, RI			
<ul style="list-style-type: none"> <li>• Identified Physiochemical and nutritional characteristics of aquatic fish and shellfish</li> <li>• Understand the principles and application in handling and processing of fish and shellfish from harvesting to production</li> </ul>			
<b>WORK EXPERIENCE</b>			
Tour Guide			May 2012-Present
University of Rhode Island, Kingston, RI			
<ul style="list-style-type: none"> <li>• Provide information and showcase campus to prospective families</li> <li>• Use interpersonal and communication skills to build relationships</li> </ul>			
Lifeguard			2010- 2011
The Adirondack Club, Franklin, MA			
<ul style="list-style-type: none"> <li>• Kept order on the pool deck; Performed first-aid when required</li> </ul>			

## Nursing Resume

### Education

University of Rhode Island, Kingston, RI

**Bachelor of Science in Nursing:** Nursing GPA: 3.4/4.0 2015

**Bachelor of Arts in Psychology** 2014

### Clinical Experience

Advanced Medical/Surgical: **The Miriam Hospital, Providence, RI** Present

- Obtain complete health history and physical assessments with accuracy
- Administer medications as prescribed (PO, IM, IV, SQ) and informed patients of use and effect
- Build and maintain relationships with staff/patients while working in teams to provide exemplary care
- Conduct patient teaching and discharge planning

Community Health: **Assisted Daily Living, Warwick, RI** 2014

- Traveled to patient location and provided quality patient care
- Utilized teaching/communication skills to inform clients of medication use, wound care, and safety

Community Health: **Stone Hill Elementary School, Cranston, RI** 2013

- Administered medications to students as prescribed according care plan and provided wound care
- Used Glucometer to evaluate blood sugars for diabetic children ages 7-10
- Evaluated nutritional and dietary needs and provided findings to food staff

Pediatrics: **Hasbro Children's Hospital, Providence, RI** 2013

- Interacted therapeutically with patient/family members and remained calm/professional during critical incidents
- Use communication skills to relate well with diverse populations
- Bathed, change, fed and positively interacted with infants and toddlers

Psychiatric: **Northern RI Community Services, Woonsocket, RI** 2012

- Used therapeutic communication skills to process and evaluate histories
- Assisted to administer medications under supervision of RN
- Remained calm and used analytical skills in crisis situations

Maternity: **South County Hospital, Narragansett, RI** 2012

- Charted patient outcomes with accuracy and completed physical assessment of mother/infant
- Remained calm and used therapeutic communication skills in critical situations

Adult Medical/Surgical: **Roger Williams Hospital, Providence, RI** 2012

- Performed EKG, Foley catheterization, prime/hang/start IV fluids and checked blood sugars
- Administered medications, changed dressings, adjusted traction and used other treatment modalities
- Utilized interpersonal skills to build and maintain positive relationships with patients and staff
- Recovered patients from surgery and support fracture, trauma and back surgery patients

### Computer Skills

Proficient in use of MS Word, Excel, PowerPoint and Peoplesoft

## Engineering Resume

### EDUCATION

**University of Rhode Island, Kingston, RI** May 2014  
**Bachelor of Science: Industrial and Systems Engineering** GPA: 3.86  
**Minor: Mathematics (Honors Program)** Dean's List

### PROJECTS

**Difference Equations:** Spring 2012  
 • Used Mathematica, investigated how two companies will produce and price their products in a Duopoly

**Linear Algebra:** Fall 2012  
 • Used Mathematica, developed a code for a GPS receiver

**Deterministic Systems: Operations Research** Fall 2012  
 • Optimized a sample meal plan for Dining Hall by reducing costs while meeting nutritional requirements

**Computer Tools for Engineers:** Fall 2012  
 • Built an Ultrasonic Range Finding sensor using Arduino

**Foundations of Engineering I/II:** Fall 2010/Spring 2011  
 Developed a 5x5 tic-tae-toe game using Matlab  
 • Presented my research on how to make better tanks for the military

**Elementary Physics I/II:** Fall 2010/Spring 2011  
 • Presented how spaceships at NASA can use gravitational pull to save fuel  
 • Led a forensic engineering investigation into a real road accident in RI

### WORK EXPERIENCE

**Department of Transportation, Providence, RI** Nov. 2012-Present  
**Assistant Consultant**

- Optimize routes for DOT trucks for snow plowing to reduce fuel costs

**University of Rhode Island, Kingston, RI** 2011-Present  
**Resident Academic Mentor**

- Assist freshmen in their academic work and transition to college
- Handle logistics successfully for four programs each semester within the dorm

**Dimensions of Diversity: URI TV talk-show** Feb.-April 2012  
**Lead Host**

- Planned projects and worked in a team of 20 people
- Performed when under-pressure and in a fast paced environment

### SKILLS

**Language:** Fluent in English, Urdu, Hindi and Punjabi.

**Computer:** Proficient in MS Suite, Visual Basic, Solidworks, Mathematica, Arduino, Minitab and Matlab

### HONORS AND AFFILIATIONS

Muslim Students Association  
 Phi Eta Sigma Honors Society

Tau Beta Pi Engineering Honors Society  
 Youth for Ron Paul

## Prior Work Experience/Skills Summary

**Valerie Vernick** 42 Applegate Rd., Gloucester, MA 02814 vvgernick@yahoo.com 401.558.9003

### Skills Summary

- Proven ability to review and analyze forms to determine funding eligibility
- Previous student loan/FASFA experience and understanding of federal guidelines
- Ability to ensure compliance with state guidelines including all predatory lending statutes
- Perform audits to ensure completed documentation for funding to clients
- Strong training, management, customer service, interpersonal and analytical skills
- Understanding of the rules of confidentiality and adherence to institutional policy

### Related Experience

Option One Mortgage Corporation, East Providence, RI 2009-2014

#### Underwriter Level III

- Analyzed property appraisals to determine value of collateral and order review appraisals, if required
- Evaluated mortgage note, title, and public records to determine vesting and compliance with guidelines
- Worked with Account Managers, Brokers, and Account Executives to answer underwriting
- Assisted Team Leads with assigning daily underwriting duties to department of fifteen associates
- Assisted in corporate training program on state specific guidelines and conducted training for associates
- Piloted paperless environment working with Orlando, FL branch
- Second signed loans and appraisals for associates with Level II or less signoff
- Provided approval of exceptions on loans including DTI, LTV, and trade line requirements

Option One Mortgage Corporation, East Providence, RI 2006-2009

#### Account Manager Level III

- Reworked loans including changing programs, income documentation types, and LTV
- Prepared loans for closing and worked with attorneys to clear title of all issues
- Performed preliminary Appraisal review before submitting to Underwriting
- Trained three Account Managers in time management and organizational tactics

### Education

Rhode Island College, Providence, RI 1995

Bachelor of Arts in Psychology

### Computer Skills

Proficient in MSWord, Excel, Realquest, Sitex, FNC/CAMP, Accurint. Knowledgeable regarding MS Access.

## Sophomore/No Experience

### ALANNA N. BIRD

40 Heritage Ave, Uxbridge, MA 01533  
744-280-0478 alannanbird@gmill.com

#### Education

University of Rhode Island, Kingston, RI May 2017  
Bachelor of Arts: Communication Studies

#### Work History

Hopedale Country Club, Hopedale, MA Feb. 2014-Present  
Hostess/Server

- Multi-task in fast paced environment; work as member of a tem effectively
- Use strong customer service and interpersonal skills
- Market specialty items to increase billing and revenue
- Seat patrons according to wait staff equality
- Process billing with accuracy

Mendon Upton Regional School District, Upton, MA Jan. 2014 – May 2014  
Substitute Teacher

- Adhered to policy and protocol of district
- Followed instruction left by instructor; Evaluated classroom behavior
- Taught, guided and mentored classroom of elementary school children

LF Stores, Wellesley, MA Summer 2013  
Stylist

- Provided personalized styling assistance to customers at upscale women's boutique
- Stocked merchandise, maintained displays, dressed mannequins, rang up purchases

Shaw's Supermarket, Milford, MA 2010 –2012  
Cashier and Customer Service Desk Clerk

- Used interpersonal skills to assist diverse customer base
- Cashed checks, lottery tickets and provided refunds
- Worked as member of team to support cashiers and baggers

#### Computer Skills

Proficient in use of MSWord, Excel, PowerPoint, Social Media, Internet and E-mail

## Human Development

### EDUCATION:

University of Rhode Island Kingston, Rhode Island	May 2013
Bachelor of Science: Human Development and Family Studies	
The Washington Center for Internships and Academic Seminars	Jan. 2013-Present
Advocacy Service and Arts	
<ul style="list-style-type: none"> <li>Completed course in Forensic Psychology highlighting Abnormal/Police Psychology, and Neuropsychology</li> <li>Participated in TWC Leadership Forums to include The Alan K. Simpson-Norman Y. Mineta Leaders Series; The Roundtable on Philanthropy and Social Responsibility; and The Public Policy Dialogues on Capitol Hill</li> <li>Advocated on behalf of Homeless individuals in the Washington, D.C. area</li> </ul>	

### PROFESSIONAL EXPERIENCE:

North American Association for Environmental Education, Washington, D.C.	Jan. 2013-Present
<b>Intern</b>	
<ul style="list-style-type: none"> <li>Research successful alternatives to develop community awareness of environmental education and health.</li> <li>Identify grant opportunities and submit grant proposals</li> <li>Review and Analyze Environmental Literacy Plans (ELP) yearly survey data to finalize a status report</li> </ul>	
So Others Might Eat (SOME), Washington, D.C.	Jan. 2013-Present
<b>Dining Room Volunteer</b>	
<ul style="list-style-type: none"> <li>Plan, prepare and distribute meals to homeless guest</li> <li>Create welcoming environment for guest by providing assistance to staff and giving informal support</li> <li>Respect the dignity and self-esteem of all guest when interacting</li> </ul>	
St. Mary's Home for Children, North Providence, RI	Jan. 2012-Oct. 2012
<b>Residential Counselor</b>	
<ul style="list-style-type: none"> <li>Administered medications to clients as prescribed by Nursing staff</li> <li>Maintained a safe environment while focusing on clients individual trauma treatment and progression</li> <li>Developed a therapeutic method to recognize and assess potential problems clients experience</li> </ul>	
The Dr. Pat Feinstein Child Development Center, Providence, RI	Fall 2011
<b>Teacher Assistant</b>	
<ul style="list-style-type: none"> <li>Nurtured, taught and cared for children who were in the University Lab School</li> <li>Supported children in exploring individual interests, develop talents, independence and build self-esteem</li> </ul>	
Hasbro Children's Hospital, Providence, RI	June 2011-Jan. 2012
<b>Child Life Specialist Volunteer</b>	
<ul style="list-style-type: none"> <li>Moderated effective coping through play, preparation, education and self-expression activities</li> <li>Supported and guided parents, siblings, and other family members emotionally regarding child's illness</li> </ul>	
Rhode Island Hospital, Providence, RI	Sept. 2011-Jan. 2012
<b>Emergency Room Family Assistant Volunteer/Greeter</b>	
<ul style="list-style-type: none"> <li>Assisted and attended to families in finding their relative within the emergency room</li> <li>Addressed family needs, with respect to the patients privacy</li> </ul>	

### LANGUAGE SKILLS/CERTIFICATIONS/TRAININGS

CPR/First Aid, Medication Administration Personnel Therapeutic Crisis Intervention
Fluent in oral and written Spanish

## Personal Branding Statement

*Passionate and hardworking individual with the energy and intellect required to solve complex problems and produce results; a record of strong leadership and team skills with experience in optimizing systems & processes (developed production plan at BankUS saving over \$50K yearly).*

### EDUCATION

University of Rhode Island (URI), Kingston, RI

May 2015

Bachelor of Science Degree: Industrial and Systems Engineering

GPA: 3.78 (Dean's List)

Minor: Mathematics (Honors Program)

### PROJECTS

#### GAA Design Competition

- Developing a solution to optimize GAA's snow removal operations, Implementing Improvement Kata (Lean)

#### Project Planning and Management of Systems

- Prepared post-mortem report for Boeing's failed \$18B FIA spy satellite building project

#### Honors Colloquium -- "Are you Ready for the Future?"

- Forecasted inventions for 2030; proposed creative, profitable product ideas to Entrepreneurs

#### Advanced Deterministic Systems -- Operations Research

- Optimized a plan to acquire Water in Baghdad while reducing costs by 70%

#### Foundations of Engineering II

- Developed a 6x6 Tic-Tac-Toe game using Matlab for a competition

### INDEPENDENT RESEARCH EXPERIENCE

Mathematics Study, URI, Kingston, RI

Sept.-Dec. 2013

- Collaborated on development of techniques to de-blur images and reduce collateral damage done by UAVs

Department of Transportation, Hartford, CT

Feb.-March 2013

- Researched historical weather data; built and analyzed weather maps

- Wrote algorithms that converted extensive databases into spreadsheets for simulation

### WORK EXPERIENCE

#### Industrial Engineering Consultant

Marsh & Co., North Smithfield, RI

Dec. 2013-Present

- Rapidly adapted to new company setting and mastered new software
- Currently customizing an Enterprise Resource Planning (ERP) system to achieve business goals efficiently

#### Industrial Engineering Intern

BankUS, East Madison, NH

May-Aug. 2013

- Created production plans that project yearly savings of over \$75K while reducing managerial stress
- Implemented Lean, proposed measures to reduce changeover times by 58%

#### Resident Academic Mentor

College of Engineering, URI, Kingston, RI

Sept. 2011-May 2013

- Assisted students with time management, study skills and test preparation

### SKILLS

**Computer:** MS Suite, VBA, Solidworks, Mathematica, Arduino, ArcGIS, Minitab, Python and Matlab

**Languages:** Fluent in Spanish. Moderate in Japanese



## Professional Profile

### Personal and Professional Profile

*A dedicated individual seeking to utilize professional skills and personal experience to positively impact the urban community. A hard-working, Spanish-speaking, double-majored student, Anne is a capable, strong-minded role model wishing to support the community mission and to develop herself professionally. Workplace skills include: constructive cross-cultural communication, time management, problem analysis and resolution, task organization and completion, stress management, team and volunteer coordination*

### Education

University of Rhode Island	Kingston, RI	August 2015
Bachelor of Science Degrees: Health Studies and Human Development		GPA 3.7 (Dean's List)
Specific Coursework: Research Theory, Social Psychology and Public Health,		

### Wellness Work Experience

#### **Program Development Intern -- Well-Being and Fitness**

Simplicity Health Plans	Salvo Heights, MA	Feb. 2014 - Present
<ul style="list-style-type: none"> <li>- Develop and implement client-specific nutrition plans</li> <li>- Research and Administer plans to enhance wellness programs</li> <li>- Design distinct motivational Health messages</li> </ul>		

#### **Wellness Intern/Employee Programs – HR Department**

South County Hospital	Wakefield, RI	Fall 2013
<ul style="list-style-type: none"> <li>- Promote current Well Beyond program to employees enrolled in benefit program.</li> <li>- Organize and track staff activity in Well Beyond Program using Excel and online forum.</li> <li>- Help roll out Benefits for 2014 fiscal year, organization, supplementation creation, etc.</li> </ul>		

### Other Work Experience

#### **Waitress/Hostess**

The Biggy's Restaurant,	Woonsocket, RI	Summer 2013
<ul style="list-style-type: none"> <li>- Multi-tasked in fast paced environment</li> </ul>		

#### **Paraprofessional for student with disabilities**

Lincoln Public Schools	Lincoln, NH	2011 –2013
<ul style="list-style-type: none"> <li>- Encourage student use of Daily Living and Hygiene Skills (e.g., toileting, eating, behavior)</li> <li>- Support students in the Inclusive classroom environment</li> <li>- Keep track of student progress, monitor data and academic instruction</li> </ul>		

#### **URI Phonathon Program -- Student Supervisor**

University of Rhode Island	Kingston, RI	2010-2012
<ul style="list-style-type: none"> <li>- Train new student callers and supervise employees</li> <li>- Use excel and phone system to organize and track nightly intake and information</li> <li>- Talk with and inform alumni about current URI events and statuses</li> </ul>		

### Community Service and Certifications

URI Health Services	Fall 2013
Certified in CPR, AED, First Aid Training	Current



## Clinical Lab Science

### Education

**Masters of Science in Clinical Laboratory Science, URI Kingston, RI**  
**Bachelors of Science in Microbiology**

Dec. 2015  
May 2012

### Related Experience

**Microbiologist, KIK (CCL) Custom Manufacturing, Cumberland RI**

2012-2014

- Facilitated microbial limit testing of micro-sensitive OTC and healthcare products (RM, concentrates, finished product)
- Prepared media and perform growth promotions
- Processed water sampling and testing for total plate counts, coliforms, pseudomonas
- Identified microbial using APIs, staphaurex, C.albicans screening test
- Performed Air sampling and testing; Sampled and tested equipment swab samples
- Verified calibration for autoclave and thermometers
- Created monthly reports for customers and company
- Revised SOP's as necessary
- Acted as first aid responder and odor panelist

Quality Control Analyst, **Stryker Biotech, Hopkinton, MA (Contract)**

2009-2012

- Sampled and tested water for bioburden, endotoxin and total organic carbon
- Monitored and tracked temperature for incubators, freezers and refrigerators
- Updated trending databases and logbooks associated with EM
- Prepared buffers and reagents for QC lab
- Reviewed batch records and data
- Performed ELISA and SDS-Page as needed
- Performed QC inspection of materials
- Tracked and monitored training status for 14 employees

Lab Analyst, **RI Analytical Environmental Specialist, Warwick, RI**

2008-2009

- Preformed BOD, MPN, MF, DO, total Colilert, and total plate count on water samples
- Monitored temperatures of incubators and refrigerators
- Utilized attention to detail and analytical skills to record and check for integrity of data
- Worked in an efficient manner and performed maintenance to secure sterile environment
- Operated autoclave

### Work Experience

**Career Librarian, Career Services, University of Rhode Island, Kingston, RI**

2012-2014

- Organized the career library, books, magazines, etc.
- Trained 5 new employees and assisted students in researching careers and internships
- Worked on projects: job fairs, recruiting (campus), and workshops

### Language/Computer Skills

Proficient in MS Word, Internet, E-mail, LIMS. Knowledgeable in Excel, E-campus. Fluent in Creole; conversational ability in Portuguese and Spanish

## Pharmacy Resume

### **Pharmacy/Hospital Experience**

Butler Hospital, Providence, RI

2010-2013

Pharmacist

- \* Conducted medication education groups for patients on inpatient psychiatric /alcohol drug unit
- \* Involved in all medication dispensing activities for inpatient units
- \* Delivered medications to and consulted with patients in the partial hospital alcohol and drug program
- \* Worked in the hospital's emergency room (PAS, Patient Assessment Services)
- \* Obtained accurate medication histories and all other aspects of medication reconciliation for patients
- \* Provided drug information and identification services to PAS clinicians
- \* Contributed articles to the pharmacy's monthly newsletter which was distributed hospital wide
- \* Performed daily chart reviews for all in-patients receiving warfarin, lithium, and clozapine
- \* Supervised Pharm.D. students and managed pharmacy operations

Kent Hospital, Warwick, RI

2007-2010

Pharmacist

- \* Performed order entry and review for all intravenous, parenteral nutrition, and chemotherapy
- \* Facilitated lab monitoring of patients receiving parenteral nutrition
- \* Prepared of chemotherapeutic agents, reviewed the utilization of intravenous
- \* Reconciled medications in the emergency room while serving as the emergency room pharmacist
- \* Supervised the dispensing and compounding activities of technicians and interns
- \* Monitored the preparation of intravenous medications, parenteral nutrition, and chemotherapy

### **Human Service/Volunteerism Experience**

Southern Rhode Island Volunteers, Wakefield, RI

2011-present

- \* Act as contributing member of the Fund Development Committee
- \* Plan and execute fundraising events
- \* Provide safe medical transport for homebound seniors
- \* Participate in and deliver Meals on Wheels as well as the food pantry
- \* Speak at presentations given by the organization to promote awareness and understanding

Habitat for Humanity, Charlestown, RI

2011-present

Involved in all operations of the retail store (ReStore)

- \* Refurbish used furniture, restore usefulness to donated materials
- \* Use communication and interpersonal skills to build and maintain patron relationships

Dana-Farber Cancer Institute, Boston, MA

2010-present

- \* Participate in the Jimmy Fund/Variety Children's Charity Theatre Collections
- \* Walk the Boston Marathon representing the Jimmy Fund

### **Education**

University of Rhode Island, Kingston, RI

2002

Doctor of Pharmacy: Registered Pharmacist, Rhode Island

2002-present

### **Computer Skills**

Proficient in Cerner, Pyxis, Avatar, and Microsoft Excel, PowerPoint, and Word



## Environmental Resume

### EXPERIENCE

**Environmental Protection Agency – Atlantic Ecology Division**, Narragansett, RI Summer 2013  
Ecological Assessment Intern

- Synthesized information to implement an ecological assessment model for habitat quality of RI salt marshes.
- Utilized RIGIS data and complicated GIS techniques to complete model inputs for 25 salt marsh study sites.
- Created detailed vegetation maps in Arc Map 10.0 through extensive fieldwork and aerial photo interpretation.
- Took part in Seaside Sparrow and Saltmarsh Sparrow surveys at Ninigret Pond, Charlestown, RI.

**University of Rhode Island**, Kingston, RI Spring 2013  
Coastal Fellow

- Performed a study of the effects of organic materials to suppress weeds as an alternative to chemical herbicides.
- Presented findings of “Effectiveness of Organic Mulches for Landscape Weed Control” at Coastal Fellows.

**Blithewold Mansion, Gardens & Arboretum**, Bristol, RI Summer 2012  
Horticulturist

- Designed, installed and maintained assigned garden areas.
- Initiated efforts for native meadow habitat in reconstructed focal area of the garden.
- Propagated plant material for nursery stock.
- Led educational walks for the public related to the gardens and horticulture.

**Garden Elements**, South Kingstown, RI Summer 2011  
Horticulture Intern

- Consulted with clients in a variety of residential and commercial landscapes.
- Conducted overall site analysis and planting recommendations to promote wildlife habitat and biodiversity.
- Utilized organic plant health care methods and soil amendments.
- Designed, installed and maintained landscapes with sound science practices.
- Managed and trained new employees on policies and procedures.

**Arnold Arboretum**, Boston, MA Summer 2010  
Horticulture Intern

- Co-managed the display gardens and conducted tours.
- Designed and installed informational herb gardens.

### CERTIFICATES

Rhode Island Nursery and Landscape Association – Certified Horticulturist 2012  
The Essence of Herbalism Apprentice – Certified Herbalist 2011



## Accounting Resume

### OBJECTIVE

Results oriented individual with strong analytical and relationship building skills as well as proficiency in accounting software seeks an entry level position in a public accounting firm.

### EDUCATION

**University of Rhode Island**, Kingston, RI

Bachelor of Science in Business Administration

Major: Accounting

Minor: Spanish

Overall GPA: 3.4

Dean's List honors

May 2015

**Study Abroad: Athens, Greece**

**H&R Block Tax Preparation Course**, Cranston, RI

Spring 2014

January 2013

### LANGUAGE SKILLS

Fluent in Greek language both oral and written

Moderate proficiency in Spanish language both oral and written

### COMPUTER SKILLS

Highly proficient with Microsoft Office (Word, Excel, PowerPoint), Internet research and e-mail. Knowledgeable in Avante and SBClient software systems.

Experience with social media (LinkedIn, Twitter, Facebook, etc.).

### ACCOUNTING EXPERIENCE

**Accounting Intern**, KPMG, Athens, Greece

- ♦ Utilized English and Greek language skills to assist overseas clients.
- ♦ Evaluated personal and business tax information for accuracy.

Spring 2014

**Accounting Intern**, Dynisco, Sharon, MA

- ♦ Applied analytical skills to research cost variances for Production Department.
- ♦ Processed monthly closing journal entries using SBClient.
- ♦ Performed accounts payable functions and posted transactions on a weekly basis as a member of a three person team; reconciled bank statements.

May-Dec. 2013

### WORK EXPERIENCE

**Career Ambassador**, URI Center for Career and Experiential Education

- ♦ Assist students in finding internship, resume and employment information.
- ♦ Schedule appointments, monitor workshop attendance, and assist with career and job fairs.
- ♦ Guide students through use of the *RhodyNet* online career data system.

2014-2015

**Server**, Z-Bar and Grill, Providence, RI

- ♦ Created and maintained exemplary customer relations.
- ♦ Utilized interpersonal skills to market and increase sales of specialty items.
- ♦ Multitasked in a fast paced environment.

2011-2013

### HONORS AND AFFILIATIONS

Golden Key National Honor Society

Beta Alpha Psi International Financial Honor Society

Robert A. Rainville Student Employee Award Nominee

Paideia Hellenic Society

Phi Eta Sigma Freshman National Honor Society



## Non-Profit Resume

### SKILLS SUMMARY

Able to manage diverse groups of people and motivate them to achieve goals  
Knowledgeable regarding conflict negotiation  
Strong advising and training skills; team player  
Culturally aware and enthusiastic world traveler  
Proficient in use of MSWord, Excel, PowerPoint and social networking sites  
Work well independently, deadline-oriented and results-driven  
Fluent in French and Spanish, both oral and written

### EDUCATION

**University of Rhode Island**, Kingston, RI

**Bachelor of Arts**, *summa cum laude*

May 2014

Physics Major: Overall GPA 3.9 Dean's List

**Universidad De Salamanca**, Salamanca, Spain

Fall 2012

### EXPERIENCE

**United Way of Rhode Island**, Providence, RI

**Program Assistant Intern**

March 2014 - Present

Build and maintain relationships with vendors, clients and general public  
Work on team to develop policies and guidelines for solicitation of donations  
Assess needs and interests to develop relevant programs

**University of Rhode Island**, Kingston, RI

**Resident Advisor**

September 2012 - May 2013

Managed and regulated first year student resident hall for 160 students  
Successfully handled logistics for three programs each semester within residence hall  
Trained and mentored new employees; provided written instructional materials  
Used knowledge of group dynamics to assist students with transition to college life  
Coached students on success strategies for managing first year

**American Red Cross**, Boston, MA

**Administrative Assistant** Summer 2012

Focused on human relations and leadership development  
Proven ability to establish rapport with people from diverse backgrounds

### LEADERSHIP/VOLUNTEERISM

**University of Rhode Island**, Kingston, RI

**Track and Field Team, Co-captain 2013; Captain 2014**

2010 2014

Participated in Atlantic 10 Championship, New England Championship, ICAAAA, and NCAA Meets  
Managed communication among team members; negotiated conflicts; mentored new team members  
Modeled dedication to the team and excellent time management skills

**Colegio Christo Rey**, Tacna, Peru

**Teacher**

Summer 2011

Taught and mentored homeless boys, ages four through eight, in poverty-stricken community  
Coached soccer and track teams to help students integrate healthy choices into their lives

## The Cover Letter

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The purpose of a cover letter, which should always accompany your resume, is to introduce yourself and compel an employer to learn more about you through your resume. Try to capture the employers attention.

### PERSONALIZE

The statement “To Whom it May Concern” is concerning! Always address your letter to a specific person. If you do not know who should receive your letter, research the organization’s Web site or call the main number and ask for the appropriate person’s name and title.

### RESEARCH

In addition to determining the recipient’s name and title, research the organization so that you can convey an appreciation for its mission and an understanding of the duties and qualifications of the position for which you are applying.

### CONVINCE

Articulate how your skills and experiences uniquely qualify you for the position and demonstrate why you are a good fit for the organization. Be clear and concise and limit your cover letter to one page. Additionally, maintain a professional tone while providing insight into your personality so that your letter leaves an employer with a sense of wanting to learn more about you.

### PROOFREAD

A poorly written or error-laden letter is a surefire way to end your candidacy. If you want an employer to spend additional time reviewing your resume, you must make time to proofread your letter and ensure that your grammar and spelling are perfect.

## Outline of a Cover Letter

Your Address  
Your City/State/Zip  
Date  
(2 spaces)

} Optional: You may also use your Resume Header here

Contact Name (Always find the name if possible, if not use HR Director's name)

Title

Organization

Street Address

City/State/Zip

(2 spaces)

Dear Mr./Ms./Dr. Last Name: (Use Title of person)

(1 space)

### 1. Opening Paragraph: (Build a match)

◆ Capture the reader's attention (write something positive about the co. and about yourself)

◆ State Purpose/Position being sought ◆ Source of lead ◆ Name of Referring Person

I believe my advertising experience with RDW Group in addition to my diverse academic background will allow me to make a positive contribution to your company. I am applying for the position of Copy Writer at Collette Vacations as advertised on RhodyNet at URI Career Services Employer Relations. Dan Coken, Human Resources Representative at Collette Vacations referred me to this position by. Please consider the following:

- Excellent writing and editing skills
- Bachelor of Arts Degree
- Internship experience within the field of travel writing

Collette Vacations is the oldest vacation tour operator in the United States and has expanded to a global company with affiliates on seven continents. The solid foundation and expansion of Collette attracts me to this company.

(1 space)

### 2. Body Paragraph: (Explain why you are best qualified)

◆ Point to Achievement ◆ Stress skills ◆ Provide concrete examples ◆ Address the entire job description ◆ Apply your past work experience or education to each of the job requirements

\*Collette Vacations Copy Writer Position

\* Your Qualifications for Body of Letter

4. Write advertisements, promotions and sales material
5. Work with marketing team to create ads and direct mail
6. Motivated to learn travel industry
7. Ability to be organized and meet tight deadlines

1. Created advertisement classifieds, and marketing materials for URI publication
2. Attended branding meetings at RDW Group Traveled throughout Europe and Asia
3. Multi-tasked in fast paced environment as waitress

### 3. Closing Paragraph: (Ask for the interview)

◆ Restate you are solid match ◆ Mention the company name ◆ Proactive follow-up ◆ Thank them

I am confident that I can exceed your company's standard of excellence and quickly develop a deep understanding of the Collette Vacations vision. I would greatly appreciate the opportunity to speak with you regarding the position within the upcoming weeks. Thank you for your time and consideration.

(1 space)

Sincerely,

(3-4 spaces)

Hand written signature



## Cover Letter Sample

43 Small Drive  
Foster, RI 02851  
Jan. 7, 2015

Kenneth Blanks, Human Resources Director  
Collette Vacation  
25 Downy Street, Providence RI 02881

Dear Mr. Blanks:

I am applying for the position of Copy Writer at Collette Vacations as advertised on RhodyNet at URI Career Services Employer Relations (Job ID # 4258). I was referred to this position by Dan Coken, Human Resources Representative at Collette Vacations with whom I spoke at the Summer and Internship Job Fair held at the University of Rhode Island. Please consider the following:

- Excellent writing and editing skills
- Bachelor of Arts degree in Communication Studies
- Internship experience within the field of travel writing

Collette Vacations is the oldest vacation tour operator in the United States and has expanded to a global company with affiliates on seven continents. The solid foundation and expansion of Collette attracts me to this company and the global affiliations are in direct line with my career objectives.

While employed at The Good Five Cent Cigar publication, I had the opportunity to create advertisements, classified, and marketing materials. I worked with a team of five people to meet deadlines and authored a travel column regarding locations in and around New England that would be attractive to students. As an intern at RDW Group, I edited copy materials before being printed as well as attended branding meetings to discuss marketing strategies resulting in the use of two of my strategies. In addition, I have traveled extensively throughout the United States and studied abroad in France. I then became a mentor to students studying abroad assisting them with the processes of international travel and issues of adjustment abroad. In all of my previous positions, I have been responsible for meeting deadlines and completing my work in an organized and efficient manner.

I look forward to hearing from you to discuss employment opportunities at Collette Vacations. My previous work experience, commitment to excellence and extensive international travel will allow me to be an asset to your organization. Thank you for your time and consideration.

Sincerely,

*Samantha Song*



## Media Job Description

**Shore Fire Media** New York, New York, United States

At Shore Fire Media we create and spearhead public relations, social media, and digital marketing campaigns for a diverse range of clients. Shore Fire's philosophy is that every project deserves a specialized, thoughtful, and thorough approach that reaches broad audiences and drives your message home. We take our clients' campaigns to the next level and beyond, wherever they happen to start — musicians, films, authors, chefs, venues and concert halls, apps and services, non-profit organizations and trade associations, plus health and lifestyle brands. So whether your goal is critical acclaim, building a rabid fanbase, or reaching new customers, we help you find your audience and make a lasting impression.

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### MUSIC AND LIFESTYLE PUBLICITY COORDINATOR

#### COMPANY DESCRIPTION

Shore Fire Media is a standard-setting boutique public relations and media management firm specializing in entertainment, music and popular culture. We are committed to diversity and brilliance in our clients and the work we do for them. We are a thriving 20+ person company with a 22 year stellar reputation.

<http://www.facebook.com/shorefire> <http://shorefire.com/> <https://twitter.com/ShoreFire>

#### JOB DESCRIPTION

We have an excellent entry-level opportunity for an enthusiastic and motivated person to join our staff as a Publicity Coordinator (similar to account coordinator/ assistant account executive).

First and foremost, the right individual must be a strong, proven writer who exudes a maturity beyond their years and is a total go getter. This individual will share our passion for securing media coverage for clients that include musicians, lifestyle brands and new technologies. In the position, the publicist will assist in supporting various aspects of account work such as: working closely with senior publicists to draft media materials and press communications, contributing to core public relations tasks (building media relationships, brainstorming pitch angles) and maintaining internal resources (conducting industry research, updating media contacts).

Excellent written and verbal communications skills are crucial, as is deep knowledge of and passion for pop culture. Social media experience and understanding is a BIG plus. Creativity, teamwork and the ability to multi-task will allow for this individual to grow within the position and our company.

#### QUALIFICATIONS

1. Superior written and verbal skills. Candidates should be able to write quickly, clearly, and persuasively at a high level. Writing samples are required and previous experience in journalism, critique, reporting, or editing is a plus. It doesn't matter if it's your blog, your college paper, or the NYT, we'd love to see it!
2. Enjoyment of fast-paced, high-pressure work environment - juggling multiple tasks, hitting tight deadlines (evening & weekend hours as necessary to cover client events, concerts, etc).
3. Versatility to work within a team supporting account manager as well as to take ownership on individual project assignments.
4. Ability to exercise good judgment and common sense.
5. Interest in participating in a wide variety of PR campaigns (music, charities, food, products, etc).
6. Confidence to offer creative ideas and solutions to build our clients' press visibility.
7. Attention to detail in client and press communications as well as within competitive research and analysis reports

#### EDUCATION

Bachelor's Degree

#### EXPERIENCE

6 months - 1 year of experience at a PR agency, music company, news outlet and/or brand.

## Media Cover Letter (see above related job description)

228 Roosevelt Dr.  
Kingston, RI 02881  
2/10/2015

Marilyn Laverty, Publicity Coordinator  
Shore Fire Media  
32 Court Street, Suite 1600  
Brooklyn, NY 11201

Dear Ms. Laverty,

With great enthusiasm I apply for the position of Music and Lifestyle Publicity Coordinator at Shore Fire Media. The mission and vision of Shore Fire Media; to create interesting writing that covers every angle to capture journalist's attention, is in direct line with my career objectives. Please consider the following:

- ❖ Bachelor of Arts Degree in Communication Studies
- ❖ Proven to be a current, persuasive, creative and engaging writer
- ❖ Ability to build and maintain relationships with diverse populations, clients, vendors and co-workers

Currently, I write a blog to raise awareness regarding the many Rhode Island causes, initiatives and people doing exceptional jobs who use the web to make a positive impact on the world. I accomplish this by connecting with these organizations and researching what they are all about then convey that information to the public through my site

<http://thesociallyconsciousriblog.org>.

Additionally, I am a member of the Special Events team for the URI Student Entertainment Committee (SEC) which is a student run organization that plans a variety of entertainment events for the campus and local community. Through this position, I have selected/booked performers, sold tickets, performed marketing and advertising campaigns, worked backstage as a stage crew/security team, and met the needs of the performers and artists. I have experience assisting with concerts, comedy shows, lectures and presentations by famous athletes, actors, actresses, politicians, and reality stars. In addition, I have been a constant contributor to The Good Five Cent Cigar newspaper (URI student paper) covering such topics as lobster bakes, tie-dying, concerts and movie reviews. In all of these positions, I have adhered to tight deadlines, multi-tasked in fast paced environments and acted as an integral member of a team to complete a common goal.

While a waitress at Chelo's, I brainstormed, pitched and created a print ad pairing a restaurant special event with a local community engagement. This ad was published in a local paper and increased sales by 14 percent during that time period. As an intern at RDW Group, I edited copy materials before print and attended branding meetings to discuss marketing strategies which resulted in the use of two of my strategies.

I will contact Shore Fire Media within three weeks to discuss how my skills and abilities can positively impact your team. My strong writing ability, enthusiasm for all things pop culture and ability to build relationships will allow me to be an asset to your organization. Thank you for your time and consideration.

Sincerely,

*Albert Pinterest*

Inserts: Writing Samples

## Pharmacy Technician Job Description

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### Rite Aid Pharmacy Technician

Minimum age of 18 years old; Ability to pass drug test.

Committed to providing customer service that makes both internal and external customers feel welcome, important, and appreciated.

Ability to preserve confidentiality of information.

Ability and willingness to move with purpose and a strong sense of urgency.

Ability to work weekends frequently, extended days rarely

Accuracy and attention to detail.

Ability to organize and prioritize a variety of tasks/projects.

Familiarity with Pharmacy Law and industry/technical terms and processes.

Ability to work within strict time frames.

Excellent customer service skills.

Familiarity with SYSM and other communication tools.

Ability to resolve conflicts and problems as they arise.

•The following qualities are helpful:

Ten-key punch speed of four thousand (4,000) SPH.

Typing speed of forty (40) WPM.

Knowledge of brand and generic drugs by name.

## Pharmacy Technician Sample Cover Letter (see above related job description)

Erica Sands  
41 Belmont St  
Augusta ME 02581

October 18, 2015

Phillip Morgan, Human Resource Manager  
Rite Aid Corp.  
Narragansett, RI 02881

Dear Mr. Morgan:

I will be graduating from the University of Rhode Island in May of 2016 with my Master of Science in Pharmaceutical Science. It is my desire to work as a Pharmacy Technician within the Rite Aid organization because of your dedication to health and wellness, philanthropy and sense of community. Please consider the following:

- Strong communication and interpersonal skills
- Previous rotational experience in the field
- High level of attention to detail and organization

As a work study student within the Enrollment Services Dept., at URI, it was required that I file and process confidential tax and student documentation adhering to F.E.R.P.A guidelines of confidentiality. While a waitress at Pucks Tavern, I multi-tasked in a fast paced environment while providing excellent customer service. I was promoted to manager because of my attention to detail and ability to prioritize and trouble shoot problems quickly and effectively.

My education and course work has made me familiar with pharmacy law as well as many of the technical industry terms. I have used SYSM in a laboratory setting and within clinical simulations. My schedule is flexible allowing me to work nights and weekends. As evidence by my work within customer service positions, I have the ability to build and maintain relationships with customers, clients, team members and managers. I have strong typing and computer skills and know that my organization, management and analytical skills can be an asset to the Rite Aid team. Please feel free to contact me at (401) 886-1954 or [esands@gmail.com](mailto:esands@gmail.com).

Sincerely,

*Erica Sands*



## Reference Page

Most potential employers (for both jobs and internships) will request a list of references at some point in the search process. Many employers only ask for references from candidates they are seriously considering; others request references from all applicants. Your reference list is an important document that should be as professional as your resume and cover letter.

### Your reference list should...

1. Contain at least 3 professional (not personal) references of people who can speak well of you.
2. Include the complete name, title, organization, street address, telephone numbers and email addresses for each person listed.
3. Be ordered in the way you want the references to be contacted -- by priority or strength of reference.

### *Also, don't forget!*

Ask permission from references **before** you list them!

Send each reference a copy of your resume.

Discuss the content of your resume and your personality, accomplishments, and skills with each person; remember, you want them to speak knowledgeably and well of you.

## Sample

### References of Albert Pinterest

228 Roosevelt Hall, Kingston, RI 02881

401-874-5117

Apinterest@gmail.com

Sheila Brooks, Editor

The Good 5 Cent Cigar

223 Roosevelt Hall, Kingston, RI 02881

(401) 874-5119

sbrooks@uri.edu

David Cameroon, Faculty Advisor

URI Student Senate

22 Memorial Union, Kingston, RI 02881

(401) 874-5623

dcameroon@uri.edu

Phillip Phillips, Manager

Chello's on the Water

36 Bayside Drive, Warwick, RI 02886

(401) 884-5230

## Thank You Note

It is gracious to follow up an interview with a short note of thanks. This allows you to reaffirm your interest in a job or mention anything you forgot to bring up previously. The lack of a follow-up response may signal a lack of interest. A thank you should be brief, sincere, and most importantly remind the interviewer of you, your particular qualifications and/or of subjects you discussed during the interview.

A thank you letter should be sent within two days following the interview, and it may be typed or neatly handwritten. (We recommend typing letters to business employers.) Personalized stationery is appropriate, although not necessary, as long as it is plain in design and color.

Like a cover letter, a thank you letter should be individually composed and geared to each organization and interviewer. If you interviewed with more than one individual at the same organization, separate letters reflecting the specific discussions with each interviewer may be sent. At the very least, a letter should be sent to the individual who was responsible for organizing your interviews with a request to thank others with whom you met.

Any substantive interactions you have with employers should be followed by a note from you. Acknowledgments, acceptances, and rejections of job offers should also be handled in writing, even if they merely reiterate an earlier phone call. Be certain to make the purpose of your letter obvious, especially in rejecting an offer. In an effort to be diplomatic, students sometimes fail to state that they are turning down the job.

## Sample E-mail

To: [mlaverty@shoremedia](mailto:mlaverty@shoremedia)  
From: [apinterest@gmail.com](mailto:apinterest@gmail.com)  
Subject: Interview for Music and Lifestyle Publicity Coordinator

Dear Ms. Laverty,

It was a great pleasure to meet with on the 27<sup>th</sup> of February. The information you provided regarding Shore Fire Media's new client list and use of cutting edge technology further excited me about the position of Music and Lifestyle Publicity Coordinator. I was recently honored by my peers on the Student Entertainment Committee and given the award of 2012 MVP for my marketing skills. I wanted to reiterate my enthusiasm and look forward to hearing from you.

Sincerely,

Albert Pinterest