

Résumé Guide



Résumé Writing

What is a Résumé?

Essentially, a résumé is a **snapshot of who you are**. It is a concise and crafted document that reveals what you did, the skills you attained, the responsibilities you were given and how you grew, over time, within your profession and as a person. A résumé is a personal, written communication that clearly demonstrates to prospective employers your ability to produce valuable results in their area of concern or need. It should motivate them to be interested in your qualifications and desire to meet you.

Résumé Writing is Challenging

Let me state it plainly: most people find résumés extremely challenging to write. In general, college students are more willing to complete research projects, dissertations and final papers than find the time to craft their résumé. Yet, a résumé is the one document that each college graduate will develop and take with them throughout their entire careers.

Our hope is that this document will help you understand the purpose of a résumé and by understanding, help you structure and focus your résumé so that it gets results.

The Purpose of Résumé

Employer's Perspective

For an employer or recruiter, a résumé is used as a screening device: they are looking for a particular individual who best fits a posted job description or organizational resource need. Most human resource professionals review hundreds of résumés each week. As such, the **average résumé is read for an average of 15-seconds**. How then can you ensure that your résumé survives the 15-second scrutiny? Keep reading...

Job Seeker's Perspective

For the job seeker, a résumé can be used for specific purposes:

- It can help you organize and focus your skills and abilities so that it is valued by a prospective employer.
- It can create interest in you as a potential employee and can be an essential first step in obtaining an interview for the job you want.
- It can help employers remember you after you have been interviewed.

Self-Advertisement

A résumé is a **professional advertisement** about yourself that translates what you have done in the past into what you intend to do in the future. It should speak clearly and convincingly about your qualifications and set you apart from your competitors. Everything in it must answer the question "why should the employer hire you?" If it doesn't, then your résumé will have failed the 15-second scrutiny.

Although a résumé should "sell" the job seeker to a prospective employer, you should remember that even a "perfect" résumé will not guarantee you a job. For the employer, a résumé acts as a screening device used to determine whom they will or will not interview. A strong résumé is the key that can open that door to an interview.

The strongest, most effective résumés are those that intrigue and convince a prospective employer that you are different from everyone else and deserve more in-depth consideration.

Top 20 Qualities Employers Seek

- | | |
|-----------------------------|----------------------------------|
| 1. Ability to communicate | 11. Detail Orientation |
| 2. Character/Integrity | 12. Leadership Skills |
| 3. Teamwork Skills | 13. Self-Confidence |
| 4. Interpersonal Skills | 14. Friendly/Winning Personality |
| 5. Strong Work Ethic | 15. Politeness |
| 6. Motivation/Initiative | 16. Tactfulness |
| 7. Flexibility/Adaptability | 17. GPA (3.0 or better) |
| 8. Analytical Skills | 18. Creativity |
| 9. Computer Skills | 19. Sense of Humor |
| 10. Organizational Skills | 20. Risk Taker |

Value what you have to offer

Most college students make one of two mistakes in writing their first résumé: they either aggrandize the wrong abilities or negate those very abilities that employers are seeking. **It is important to value your gifts and skills appropriately.**

Let me give you an example:

Larry was an above average student from a well regarded Liberal Arts college. He had a 3.2 out of 4.0 GPA and had summer internship experience with a small company. When he first came to my office, he came with a defeatist attitude. "I know it will be hard for me to get a job because I have a Liberal Arts degree and not a practical major," he said. Furthermore, although his résumé detailed the skills he had attained in his internship, I noticed that he had merely listed the fact that he had waited tables at a local restaurant for 2 years. When I pointed this out, he merely shrugged his shoulders and said, "It's not relevant experience, just waiting tables."

Larry's mistake is his failure to value his education and the experience he gained in waiting tables. As such, his résumé is not as strong as it could be.

Employers value the critical thinking, analytical and communication skills that a liberal arts education develops in its students. Contrary to popular belief, most employers are not looking for specific skills when hiring. Employers realize that professional skills can readily be trained, but qualities such as teamwork, integrity and organizational skills must be nurtured within liberal arts institutions.

Unpack your education and your experience. Ask yourself, what did I do? What did I learn? If Larry had valued his experience as a waiter, he could have written:

- Politely listened to customer requests
- Accurately and efficiently fulfilled customer orders
- Part of a serving team responsible for providing excellent dining experience
- Responsible for cash transactions

What jobs or position have you held? What did they teach you?

Self-Evaluation is Critical

Implementing these steps will help you focus your thinking as you construct a strong résumé.

1. Know your skills, strengths, qualifications, and accomplishments and how they relate to the kind of job you seek. (It might be helpful to brainstorm a list for yourself of everything you've done and every duty and accomplishment performed in these roles.)
2. Explore each field and the jobs available in them (Go the online job boards like Monster.com and just explore the job posts. What seems interesting? Why?)

3. Rank your skills, strengths, qualifications, and accomplishments according to their ability to support your interest in and qualifications for the job(s) you are seeking.

To prepare a successful résumé, you should have a clear understanding of yourself. Do you need to lead or are you a team player? Do you need a lot of management feedback or does a lot of scrutiny make you claustrophobic? How much challenge do you need to feel motivated?

Take the time to identify your values, interests, abilities, and skills before applying! Preparing a résumé is, in part, a process of self-analysis. Make an appointment with the Career Services team and let us help you.

Tailor your Résumé

The most effective résumés are clearly focused on a specific job title and address the employer's requirements for the position. You can best market yourself through your résumé by mentioning the **skills** you can use in the job position for which you are applying. These skills are known as *Transferable or Marketable Skills*. **Skills** are best demonstrated by using strong **Action Verbs**.

Power of Verbs

Carefully chosen verbs can greatly strengthen the presentation of your skills and accomplishments.

A list of Action Verbs can be found on page 7 of this packet

Send it to People Who Count

No matter how good the content of your résumé, it serves little purpose if it does not get into the hands of the right people. Sending your résumé cold to hundreds of companies usually does not produce sufficient return to warrant the effort. You are better off doing the necessary research to get names and addresses in specific organizations of individuals and customizing your cover letters appropriately. You may want to call the company ahead of time to determine to whom you should write.

The Electronic Résumé

Some employers prefer electronic versions of your résumé and cover letter. Also, e-mail is often the most efficient way to send résumés when you are conducting a long-distance job search. If an employer does not specify their preference for receiving application materials, but provides an e-mail address with their other contact information, you may assume that e-mail is an acceptable way to send your résumé.

Tips for e-mailing your résumé:

- **Attach** your résumé to your message as an MS Word document; because this is the most universal program, nearly every employer will be able to open and read your résumé
- Use only universal fonts, like Times New Roman or Arial, to ensure that the employer will view the document exactly as you sent it.
- Pasting your résumé into the body of your e-mail message will cause your formatting (including bullets, columns, indentation, lines, and font style) to be lost.
- If at all possible, convert your résumé into an Acrobat pdf format.

The **electronic résumé** (Plain Text) is used by many employer job banks for scanning purposes or to cut and paste into a job recruiter's E-mail. Due to the complications of scanning and formatting electronically, the **electronic résumé** must be constructed in a simple format using Plain Text. You must leave out columns, lines

and indentations. These will be lost when the **electronic résumé** is converted to Plain Text. Type your résumé into a MS Word document and use common fonts, like **Times New Roman, Courier or Arial**.

Practical Steps for an Electronic-Résumé:

1. After typing your résumé into a word document, choose “Save As” and change the type (bottom of the page) to “Plain Text”. In the subsequent dialog box, select the option to insert line breaks. A warning message will inform you that you will lose some formatting. Click “OK” or “Yes.”
2. Open you Text Document and clean it up:
 - a. Launch Notepad (PC) or SimpleText (MAC) and open your re-formatted text résumé.
 - b. Move any items that you may have centered or tabbed to the left margin. All text should be left aligned; Do NOT use tabs.
 - c. Make sure that your name, address, phone number and e-mail all appear on separate lines.
 - d. Make sure all headings are on separate lines with a blank line before and after. Headings are all CAPS.
 - e. Any previously bolded italicized items can be made into all CAPS.
 - f. Notice that bullets will appear as asterisks (*).

Formatted Résumé

Sample Formatted Résumé

Amy Smithson
Harvard University
Box B-45123
Cambridge, MA, 02138
617-555-0392
asmithson@harvard.edu

EDUCATION
Bachelor of Science, Harvard University, Cambridge, Massachusetts, May 2009
Major: Health Sciences
Minor: Management
Relevant Courses:
Human Anatomy and Physiology I and II
Human Anatomy and Physiology II
Health Policy
Organizational Analysis and Health Care
Health Care Management
Human Resource Management

HEALTH MANAGEMENT SKILLS
Served as Assistant to the Director of the Stacy G. Houdly Cancer Foundation
Functioned as Public Health Representative for the Cambridge Area Public Health Administration
Coordinated, Harvard University Public Health Awareness Week, 2007, 2008

COMMUNICATION SKILLS
Served as a phone-a-thon caller on several occasions, soliciting donations from Harvard alumni and parents for Harvard University
Volunteered for a political campaign, distributing literature door to door, fielding questions and making phone calls to local constituents

MANAGEMENT SKILLS
Handled all back-office management functions, including employee relations and accounting
Coordinated efforts between customer needs and group personnel
Delegated suggestions and duties to other team members

LEADERSHIP SKILLS
Participated in Youth Leadership Boston, a group dedicated to developing leadership skills through diverse programming
Served as outreach coordinator for my church's youth group
Elected Vice President of Harvard's Symphonic Band council

SYSTEMS ABILITIES
Microsoft Office
HTML/XML Web Publishing
WordPerfect

E-Résumé

The Electronic Résumé converted to Plain Text:

Amy Smithson
Harvard University
Box B-45123
Cambridge, MA 02138
617-555-0392
asmithson@harvard.edu

EDUCATION
Bachelor of Science, Harvard University, Cambridge, Massachusetts, May 2009
Major: Health Sciences
Minor: Management
Relevant Courses:
*Human Anatomy and Physiology
*Health Policy
*Organizational Analysis and Health Care
*Health Care Management
*Human Resource Management

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LEADERSHIP SKILLS
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SYSTEMS ABILITIES
*Microsoft Office
*HTML/XML Web Publishing
*WordPerfect
*PageMaker

Preparing Ideal Scannable Résumés

Today, companies are using document-imaging technology that scans your résumé into a computer system. The computer can search for just about anything in your résumé. This can make it easier for you to be considered for more jobs, and it keeps your résumé on file so it is quicker to update your information.

Tips for Maximizing Hits in a Scanned Résumé Database Search:

- Utilize the **key words** to define your skills, experience, education, professional affiliations that the organization has listed on the job description
- Describe your experience with concrete words rather than vague descriptions. For example, it is better to use "Managed a team of software engineers" rather than "responsible for managing, training".
- Be concise and truthful.
- Use jargon and acronyms specific to your industry (spell out acronyms for human readers).
- Increase your list of key words by including specifics, for example, list the complete names of software you use such as Microsoft Word and Lotus 1-2-3.
- Use common heading such as: Objective, Summary of Qualifications, Employment, Work History, Positions Held, Appointments, Skills, Summary, Accomplishments, Strengths, Education, Affiliations, Professional Affiliations, etc.
- If you have extra space, describe your "soft" skills. Key words could include: time management, dependable, high energy, leadership, and integrity.

Résumé Checklist

- We do not recommend that you use any Microsoft Résumé Templates – they are a poor use of space and generally do not facilitate the use of concrete, descriptive verbs.
- Keep résumé to one page**
- Name is prominent and contact information is complete and up-to-date (including email)
- Objective is concise and addresses the needs of the potential employer (what you can contribute, rather than what you want from the employer)
- Education section lists all colleges that have granted or will grant degrees or certifications, with degree, major and graduation date
- Education section includes GPA, study abroad, and related coursework – if applicable
- Experiences are listed in reverse chronological order (most recent first)
- Verbs in active tense start each description
- Accomplishments are written to highlight skills, abilities, and competencies rather than duties. Descriptions give details about methods, actions, and results
- Résumé is error free
- Résumé is printed with a laser printer on cotton or linen résumé paper in white, ivory, or light gray
- Format and overall appearance of résumé is attractive and well-organized
- Résumé is easy to read and the most important points stand out

Do not include any of the following:

- High school honors, involvements, SAT scores
- Reasons for leaving past jobs
- Past salaries or present salary requirements
- Photograph
- Names and addresses of references (however, these may go on a separate sheet and sent with your résumé)
- Social Security number or other personal information

Action Verbs

Accelerated	Converted	Fixed	Memorized	Recruited	Synthesized
Accomplished	Cooperated	Followed	Mentored	Rectified	Systematized
Achieved	Coordinated	Forecasted	Merchandised	Re-designed	Talked
Acted	Copied	Formatted	Met	Reduced	Targeted
Adapted	Corresponded	Formulated	Modeled	Referred	Taught
Addressed	Counseled	Founded	Moderated	Regulated	Team-built
Adjusted	Created	Gardened	Modified	Rehabilitated	Tended
Administered	Created profits	Gathered	Monitored	Related	Tested
Advised	Criticized	Gave	Motivated	Remembered	Told
Analyzed	Cut	Generated	Moved	Rendered	Took
Answered	Dealt with	Governed	Multiplied profit	Renewed	Trained
Anticipated	Decided	Guided	Multiplied sales	Reorganized	Transcribed
Applied	Decorated	Handled	Navigated	Repaired	Translated
Approached	Defined	Headed	Negotiated	Reported	Transmitted
Approved	Delegated	Helped	Observed	Represented	Traveled
Arbitrated	Delivered	Hired	Obtained	Reproduced	Treated
Arranged	Demonstrated	Hypothesized	Offered	Researched	Trimmed
Ascertained	Designed	Identified	Operated	Resolved	Tripled
Assembled	Detailed	Illustrated	Ordered	Responded	Tutored
Assessed	Detected	Imagined	Organized	Restored	Typed
Assigned	Determined	Implemented	Originated	Restored profits	Umpired
Assisted	Developed	Improved	Outlined	Retrieved	Uncovered
Attained	Devised	Improvised	Oversaw	Reviewed	Understood
Audited	Diagnosed	Increased	Painted	Revised	Understudied
Authored	Directed	Indexed	Participated	Risked	Undertook
Began	Discovered	Indoctrinated	Perceived	Routed	Unified
Bought	Dispensed	Influenced	Performed	Sang	United
Budgeted	Displayed	Informed	Persuaded	Saved	Unraveled
Built	Disproved	Initiated	Photographed	Scanned	Updated
Calculated	Dissected	Innovated	Piloted	Scheduled	Upgraded
Cared for	Distributed	Inspected	Planned	Screened	Used
Catalogued	Diverted	Inspired	Played	Searched	Utilized
Categorized	Doubled	Installed	Predicted	Selected	Verified
Chaired	Dramatized	Instituted	Prepared	Sensed	Weighed
Charted	Drew up	Instructed	Prescribed	Separated	Widened
Checked	Economized	Integrated	Presented	Served	Won
Clarified	Edited	Interacted	Presided	Set	Write
Classified	Educated	Interpreted	Printed	Set-up	Wrote
Coached	Eliminated	Interviewed	Processed	Sewed	
Coded	Empathized	Invented	Produced	Shaped	
Collaborated	Encouraged	Inventoried	Programmed	Shared	
Collected	Enforced	Investigated	Progressed	Simplified	
Communicated	Enlarged	Judged	Projected	Sketched	
Compared	Enlisted	Kept	Promoted	Sold	
Compiled	Established	Landscaped	Proof-read	Solicited	
Completed	Estimated	Launched	Proposed	Solved	
Composed	Evaluated	Learned	Protected	Sorted	
Compounded	Examined	Lectured	Provided	Speak languages	
Computed	Exchanged	Led	Publicized	Spoke	
Conceived	Executed	Lighted	Published	Staffed	
Conceptualized	Exhibited	Listened	Purchased	Standardized	
Conciliated	Expanded	Located	Questioned	Stimulated	
Conducted	Expedited	Logged	Raised	Studied	
Conserved	Experimented	Made decisions	Read	Succeeded	
Consolidated	Explained	Maintained	Realized	Summarized	
Constructed	Extracted	Managed	Reasoned	Supervised	
Consulted	Facilitated	Manipulated	Received	Supplied	
Contacted	Familiarized	Marketed	Recommended	Supported	
Contracted	Filed	Measured	Reconciled	Surveyed	
Controlled	Financed	Mediated	Recorded	Symbolized	

Resume Template

YOUR NAME

Permanent Address: 123 Main St. Minneapolis, MN 12345

Cellular: (123) _____

Email: (no blue hyperlink)

OBJECTIVE

- A clear statement of your career, internship, or job objective gives employers an opportunity to verify the compatibility of your aspirations with the organization's needs.
- A vague, catch-all objective usually reflects a feeling of uncertainty about what you want and may weaken an otherwise strong résumé.

EDUCATION

- Degrees, institutions and location, graduation date(s)
- Major (list your minor if it will augment your skills eg: Spanish Minor)
- GPA if above 3.0/4.0 (overall and/or major)
- Academic honors, scholarships (if applicable)
- Highlight significant coursework as it relates to your objective. Don't list your history courses, if you are applying for an accounting position. Don't list Gen-Ed or introductory courses
- If you are currently enrolled in or have completed graduate school, you need only put the name of your B.A. degree and any special programs or awards from your undergraduate work.
- **Don't add any high school related experience.**

EXAMPLE

B.A. _____, May 200__

Wheaton College, Wheaton, IL

- GPA: ____/4.0
- Deans List
- Related Coursework:
- Study Abroad, University of Salamanca, Spain 2005

EXPERIENCE

- Experience is not limited to *paid* experience. All experience (academic and marketplace) that exemplifies those 20 qualities that employers seek is fair game.
- **Varsity sports and Student Activity Leadership** positions should go under this category.
- **Make sure your résumé reflects the skills and qualifications listed in the job description.** If the job description says that they are looking for a person who can take initiative, make sure your résumé lists at least one concrete example. "Initiated and led weekly Bible Study for floor members."
- **Build your skills;** Don't repeat job responsibilities. (Example: if you have "input data into a database" in 2 different jobs, unless there is a significant difference in what you accomplished, list it once and build on the skill in the subsequent job).

EXAMPLE

Position Title

Organization Name, Wheaton, IL, Summer 200__

- Started each phrase with an action verb.
- Utilized only sentence fragments for descriptions.
- Implemented the use of creativity instead of relying on a template.
- Generated sentences with proper and consistent punctuation at the ends.
- Identified the skills in each position that relates to job description.
- Represented experience within one page.
- Applied a font no smaller than 10pt.

Intern

Organization Name, Boston, MA, Summer 200

- _____
- _____

Treasurer

Organization Name, Wheaton College, IL, 200 - 200

- _____
- _____

Varsity Sport or Campus Organization Leadership

Organization Name, Wheaton, IL, Fall 200

- _____
- _____

ADDITIONAL ABILITIES

- Note computer languages/applications and foreign language fluency
- Highlight cross cultural experience you may have gained through study or travel abroad

EXAMPLE

- Proficient/Fluent/Conversational in (language)_____
- Computer Skills:_____

EXTRA-CURRICULAR ACTIVITIES

- Mention extracurricular and volunteer activities: These can show how you took advantage of the available components of college life and that you are a well-rounded candidate
- Cite those which support your job objectives or which demonstrate your ability to take positions of leadership and responsibility
- Include non-academic awards, honors, professional licenses, publications, membership in professional organizations

EXAMPLE:

- Women’s Chorale, Wheaton College, 200__-200__
- Discipleship Small Group Leader, Wheaton College, 200__-200__
- Cross Country/ Track, Wheaton College, 200__-200__

David Choi

637 Fredrick Lane, Freehold, CA 23456

Email: David.Choi@gmail.com **Mobile:** (555) 555-5555

OBJECTIVE

Obtain a challenging, entry-level position with direct patient care responsibilities at Joseph Medical Center.

EDUCATION

B.S. Applied Health Science, May 2007

Wheaton College, Wheaton, IL

- Cumulative GPA: 3.75/4.00

EXPERIENCE

Physical Therapy Intern

Ostrander Physical Therapy, Cairo, NY,

July 2006- Present

- Participated in quality patient care by providing ice packs, hot packs, and various weights as required
- Communicated with patients effectively and compassionately.
- Observed the rehabilitation of patients with a variety of physical impairments, including: stroke, and injuries of the back, knee and hip.
- Dialogued regularly with supervising physical therapist regarding anatomical and biomechanical concepts behind rehabilitation protocols.

Lab Assistant for Dr. Peter Walters

Applied Health Science Department, Wheaton College, Wheaton, IL

Jan. 2006 – Present

- Performed various fitness tests on students, including: flexibility and strength tests, evaluation of body composition and blood pressure, and anthropometric measurements.
- Explained procedures clearly to students and relieved their anxiety by patiently answering questions.
- Worked with supervisor to organize the testing protocol and develop a work schedule.

Library Assistant

Buswell Library, Wheaton College, Wheaton, IL

Aug. 2004

- Exercised skill in performing conscientious, detail-oriented tasks.
- Completed data entry tasks and labeled book spines with call numbers.

Assistant Chef

Sunny Hill Resort and Golf Course, Greenville, NY

Summer 1999 – 2006

- Established efficient methods of delegating and completing work tasks in a team-oriented atmosphere.
- Displayed clear communication skills with supervisor and co-workers.

Americorps Member

Americorps National Civilian Community Corps, Charleston, SC

Sept. 2003 – July 2004

- Performed 1700 hours of community service in various arenas, including: tutoring third grade students, environment beautification projects, and building with *Habitat for Humanity*.
- Worked with a team of 8 young adults and alongside community members to complete each project.
- Learned to compromise and listen to others' needs and opinions within a team.

EXTRA-CURRICULAR ACTIVITIES

- Children's Ministry, *Wheaton Bible Church*, 2004-2005, 2006 – Present.
- Childcare Provider, Wheaton, IL, 2004 – Present.

Jason Franklin

32 Oyster Reef Drive, Mt. Vernon, VA 29926

e-mail: Jason.Franklin@gmail.com

Mobile: (555) 123-4567

EDUCATION

B.A. English, Writing Concentration, May 2009

Wheaton College, Wheaton, IL

- Cumulative Grade Point Average: 3.5/4.0
- Wheaton in France, Study Abroad, Summer 2005

EXPERIENCE

Editor-in-Chief, *The Wheaton Pub*, *Wheaton College*, Wheaton, IL, August 2008 - December 2009

- Envisioned and founded a new monthly student publication with a readership of 150
- Worked cooperatively with students, faculty, and administration to gain publication support, approval and authorization
- Assembled a capable and diverse staff, assigned duties based on individual strengths
- Collected and edited submitted contributions
- Contributed book and music reviews

Freelance Writer, *The Times Today*, Mt. Vernon, VA, Summer 2007

- Consistently met and exceeded editor expectations while working on independent stories
- Promoted ideas for stories; contacted individuals, conducted interviews and wrote stories for daily paper
- Demonstrated the ability to meet deadlines and compose a well-crafted story that communicated valuable information

Copy Editor, *The Wheaton Record*, Wheaton College, Wheaton, IL, September 2005 – June 2006

- Proofread articles, featured columns, and editorials for weekly, campus-wide newspaper
- Wrote opinion pieces on a variety of campus issues

Sales Associate, *Target Corporation*, Muncie, IN, Summer 2003, 2006

- Success as an employee in a variety of roles marked by consistent positive comment cards from guests, co-workers and management
- Competence in carrying out duties resulted in cross-training in most every area of the store including cashier, food court and customer service
- Concern for guest satisfaction demonstrated by listening to requests, checking in often, managing special orders and making exceptions when appropriate

Activities Director: Summer 2008 **Counselor**: Summer 2004, *Grace Youth Camp*, Big Sky, WI

- Organized, created and led games for an average of sixty youth per week for six weeks
- Focused on providing a variety of individual and teambuilding activities so that each camper had the opportunity to participate and to be successful
- Worked cooperatively with staff and director to ensure that campers were engaged in programs

COMMUNITY INVOLVEMENT

- Small Group Leader, Wheaton College, 2006 - 2007
- Tutor for refugee student, Wheaton College, 2005 - 2006
- Intramural soccer and Ultimate Frisbee, Wheaton College, 2004 - 2005

Jane A. Broad

1013 College Avenue, Wheaton, Illinois 60187

Jane.A.Broad@gmail.com

123-867-5309

OBJECTIVE

To obtain a position working with youth in a nonprofit organization utilizing my education and demonstrated foreign language, cross-cultural and interpersonal skills.

EDUCATION

B.A. Psychology, minor in International Relations

May 2007

Wheaton College, Wheaton, Illinois

- Cumulative GPA: 3.2/4.0
- Related Coursework: Cross Cultural Psychology, Individual and Group Dynamics, Organizational Psychology, International Political Economy, Global Cities, Third World Politics and Development

Study Abroad

January – May 2006

Institute for the International Education of Students, La Plat, Argentina

- Completed coursework in Latin American culture and society
- Learned to quickly establish rapport with individuals in an unfamiliar environment
- Developed culturally appropriate questionnaire and interviewed 25 rural Argentinean women, overcoming linguistic and cultural barriers
- Analyzed data using Argentinean software and wrote final report in Spanish

EXPERIENCE

1-2-1 Program Mentor

August 2006 – Present

Office of Multicultural Development, Wheaton College, Wheaton Illinois

- Mentored a group of multicultural freshmen students during their transition to Wheaton College
- Conducted weekly support meetings with other student leaders within the program
- Planned and organized Christmas & Spring Banquets for the Office of Multicultural Development

Teaching Assistant to Dr. Sigmund Freud

Fall 2006

Wheaton College, Psychology Department, Wheaton, Illinois

- Conducted study sessions to assist students struggling with the course material
- Graded tests and homework assignments and assisted the instructor in activities and projects

Waitress/Hostess

2003 - 2005

Chili's, Aurora, Illinois

- Served an average of 35 customer tables per 8-hour shift, ensuring all patrons received their meals promptly and solving problems immediately as they arose
- Trained 6 new restaurant employees and participated actively in interviews with 4 candidates for wait staff positions
- Promoted to Hostess after just 3 months on the job

Tutor

Summer 2004-2005

The English Language Connection, Aurora, Illinois

- Developed and implemented lesson plans for ESL adult students
- Managed classroom of 10-15 adults from diverse backgrounds
- Integrated cross-cultural learning into lesson plans

ADDITIONAL ABILITIES

- Fluent in Spanish, familiar with German
- Proficient in Microsoft Word, Excel, Access, and PowerPoint

Deborah Madison

Current: CPO 832, Wheaton College, Wheaton Illinois 60817

Permanent: 4386 Thankton Lane, Austin, Texas 77597

Mobile: (409) 380-2352

Email: Deborah. J. Madison@my.wheaton.edu

Education

B.A. in Art History, May 2006

Wheaton College, Wheaton Illinois

- **GPA:** 3.85/4.0

Experience

Office Assistant, Wheaton College Registrar Office, Wheaton, IL, 2005

- Updated and maintained prospective student database
- Organized and filed prospective students' application materials
- Prepared mass mailings

Intern, Redeemer Covenant Church, Austin, TX, 2005

- Conducted research and compiled database on religious art
- Prepared summaries of devotional and historical information
- Created a database of compiled images and information for church use
- Presented findings to senior pastor, church staff, and director of art history

Davis, Lee & Rubinek, Dallas, TX, 2003-2004

Paralegal Assistant

- Prepared legal documents for submission
- Submitted legal filings to the courthouse
- Performed legal research on areas of anti-discrimination law

Receptionist

- Enthusiastically represented company
- Politely answered and accurately routed phone calls
- Scheduled client appointments and tracked court appearances for 3 person law firm

Theater Assistant, Baylor University, Waco, TX, 2002-2003

- Filed and organized information on theater recruits
- Worked creatively with theater team and oversaw the set design for three plays
- Answered phone calls and fielded questions for the theater department

Varsity Basketball, *Wheaton College Women's Basketball*, Wheaton, IL, 2003-2005

- Co-Captain of Varsity Basketball Team
- CCIW Conference Co-Champions, 2003-2005
- Participated in NCAA Division III Playoffs, 2003

Additional Abilities

- Conversational in Spanish
- Proficient in Microsoft Word and PowerPoint