



Guide To Writing A Professional Resume

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Career & Professional Development Center

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This guide is designed to help you get started.

It includes all the information you will need to build an effective professional resume.

The Career & Professional Development Center's counselors can provide important insight and guidance in this process. Please contact the office if you have questions or need additional information.

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Helpful Hints

A resume captures your skills and experiences in a format that clearly highlights your accomplishments and strengths for a potential employer.

As you prepare to write your resume, reflect on the positions you have held both in a professional setting as well as in campus leadership roles.

What should an effective resume do?

Focus on the skills and experiences that are most relevant to the field of work you are pursuing

Spark interest in a captivating, clearly defined product - YOU

Compel the employer to invite you for an interview

Best practices for resume writing

- Do not utilize tables, text boxes or complex formatting – many companies use Applicant Tracking Systems (ATS) to scan resume submissions for keywords – these would hinder the tracking
- Create your resume in Microsoft Word as a one-page document
- Each section of your resume should be written in reverse chronological order based on dates
- Never use a header or a footer, a template, or a Microsoft Template Wizard
- Font size – nothing less than size 10; font for your name should be larger, 16-18 font
- Do not use personal pronouns
- Verb tense should match the experience; example: Past tense/Created... vs. Present tense/Create...
- Use **one** date format (month or numbers) example: May 2022 – Present or 05/22 – Present
- Be consistent with punctuation – end all accomplishment statements the same way
- For your address, only include city/town, state and zip code – do not include your street address

Do you need individualized resume support?

Schedule an appointment via our recruitment platform Handshake:

1. Log in to Handshake: <https://snhu.joinhandshake.com/>
2. Click on “Career Center” and then “Appointments”
3. From here, click “Schedule a New Appointment” and “Campus Students”
4. Select the appointment type and choose the career advisor you would like to meet with based on availability and appointment medium (either phone, in person or virtual appointment)

Accomplishment Statements

What are accomplishment statements?

Accomplishment statements describe what you have done, how you did it, and what skills you used. These statements should focus on your achievements and can be found throughout the different sections of your resume. Accomplishments can be drawn from your work or internship experiences, volunteer activities, community service, military experience, student involvement, and education (class projects and research).

The formula for writing a strong accomplishment statement:

Action verb + job duty/skills + result or goal accomplished

Quantify your accomplishment statements with numbers, amounts, \$, % increase, outcomes/results, etc. to show clear results – include keywords from the internship or job description

Sample Accomplishment Statements

Campus Involvement

- Coach and motivate 20 first year students through weekly meetings to help them develop and maintain effective time management and study skills
- Develop a welcoming and safe floor community of 35 residents by creating engaging social and educational programs, listening to concerns and resolving conflicts
- Conduct tours to promote the campus to prospective students and parents, utilizing communication and public speaking skills and extensive knowledge of campus facts and figures

Internship

- Analyzed company website to provide recommendations for improvements, including the use of specific keywords which increased user traffic by 50% in one month
- Taught math lessons, social studies, word activities and guided reading under supervision of mentor teacher; monitored progress of students to ensure learning objectives were achieved
- Managed relationships with 30+ vendors to supply agreements for land leases; applied strong attention to detail to process monthly payments, invoices and payment tracking in Excel

Class Projects/Research

- Served as an integral member of a 5-person team to analyze and evaluate the financial portfolio of Adidas by reviewing balance sheets, cash flows, and income statements over the course of three years
- Conducted global sales analysis, market trends and gap analysis for the pharmaceutical and dietary supplement markets; identified and monitored competitors to understand market trends
- Researched effects of chytrid fungus on amphibian populations by collecting samples throughout New Hampshire; followed strict protocols to preserve DNA samples to ensure accurate results

Work Experience

- Supervised 20-40 sports camp participants, ages 5-18 during two soccer camps and one basketball camp; oversaw overnight stay in residence hall and served as a positive role model to campers
- Utilized effective communication skills in a fast-paced 125 seat restaurant to deliver outstanding customer service; recognized by managers for earning great customer feedback
- Mentored seven new employees and provide training and feedback to support staff development and ensure high standards of customer service

Sample Action Verbs

Management & Leadership	Communication	Research	Technical	Teaching	Organizational	Financial	Creative	Service & Helping
Analyze Assign Attain Chair Contract Consolidate Coordinate Delegate Develop Direct Evaluate Execute Improve Increase Organize Oversee Plan Prioritize Produce Recommend Review Schedule Strengthen Supervise	Address Arbitrate Arrange Author Correspond Develop Direct Draft Edit Enlist Formulate Influence Interpret Lecture Mediate Moderate Motivate Negotiate Persuade Promote Publicize Reconcile Recruit Translate Write	Clarify Collect Critique Diagnose Evaluate Examine Extract Identify Inspect Interpret Interview Investigate Organize Review Summarize Survey Systematize	Assemble Build Calculate Compute Design Devise Engineer Fabricate Maintain Operate Overhaul Program Remodel Repair Solve Train Upgrade	Adapt Advise Clarify Coach Communicate Coordinate Develop Enable Encourage Evaluate Explain Facilitate Guide Inform Initiate Instruct Persuade Set goals Stimulate	Approve Arrange Catalogue Charter Classify Code Collect Compile Correct Correspond Distribute Execute Generate Implement Incorporate Inspect Maintain Monitor Operate Order Organize Prepare Process Provide Purchase Record Review Screen Systematize Validate Verify	Administer Allocate Analyze Appraise Audit Balance Budget Calculate Compute Develop Forecast Manage Market Plan Project Research	Create Design Develop Direct Establish Fashion Found Illustrate Institute Integrate Introduce Invent Originate Perform Plan Revitalize Shape	Assess Assist Clarify Coach Demonstrate Diagnose Educate Expedite Facilitate Familiarize Guide Refer Rehabilitate Represent

Conventional Resume Sample 1

Your Name

City, State Zip Code
eco-fin.student@snhu.edu
(603) 444-5555

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Science in Business with a concentration in Finance

Cumulative GPA: 3.7 | President's List

Certifications: Bloomberg Market Concepts Certification and Advanced Excel Certification

Manchester, NH

Expected May 2023

SKILLS

Finance and Analytics: Tableau, Advanced Excel including pivot tables and VLOOKUP function

CRM Systems: Salesforce, HubSpot

Languages: Fluent in Mandarin and French

PROFESSIONAL EXPERIENCE

Finance Intern, BAE SYSTEMS - Nashua, NH

May 2022-August 2022

- Investigated financial statements, outstanding accounts receivable, and cash flow history to assess risk
- Supported the development of weekly and monthly cost reporting using advanced Excel
- Analyzed and reported on sales, profits, order intake, and cash flow to verify forecasting for the operations unit
- Prepared accounting reconciliations and researched variances for contract team to strengthen company profitability
- Developed, monitored, and forecasted budgets while working closely with the manager to uphold and achieve departmental and organizational goals

Sales Analytics Intern, FIDELITY INVESTMENTS - Merrimack, NH

May 2021-August 2021

- Analyzed key business trends and provided insights and recommendations to sales leadership including targeted data on prospects, demographics, and marketing results using Salesforce CRM and Tableau
- Conducted market research to develop productivity benchmarks for sellers and identified customer retention rates compared with industry standards to identify opportunities for improvement
- Produced revenue modeling and forecasting for the sales organization with support from the director of sales
- Improved visibility of the sales organization's achievements and developed presentations for senior leaders
- Worked cross-functionally with the marketing and channel teams to develop multi-faceted, performance insights
- Identified 70 potential new customers while conducting an independent marketing research project

PROJECT EXPERIENCE

Student Managed Investment Fund Project - Southern New Hampshire University

Spring 2021

- Collaborated with team members to determine investment options for a \$75,000 student scholarship allocation fund
- Achieved a 12% ROI on investments using valuation ratios and the Bloomberg terminal to make stock picks
- Analyzed and researched various industries including technology, communications services, energy, and pharmaceuticals to develop and deliver written and oral investment analysis recommendations

LEADERSHIP AND ATHLETICS

Captain and Pitcher, NCAA Div. II Baseball - Southern New Hampshire University

September 2019-Present

- Lead the team by providing positive feedback and direction to players to increase team capabilities
- Practice and play for 20+hours per week to increase skills while achieving exceptional academic performance
- Named to the Northeast 10 Conference All-Academic Team

Vice President of Social Media, DECA

September 2019-Present

- Manage social media accounts including Facebook, Twitter, and Instagram and developed compelling content including videos and pictures to increase member engagement

Conventional Resume Sample 2

Your Name

environmental.student@snhu.edu | (603) 343-2218 | Concord, NH 03301

EDUCATION

Southern New Hampshire University

Bachelor of Science, Environmental Science

Minor in Biology

GPA: 3.54

Manchester, NH

Expected May 2023

Related Courses: Environmental Impacts and Site Assessment • Research Methods • Ecological Principles and Methods • Biological Modelling • Chemistry I w/lab • Biology I & II w/lab • Physics • Geology • Botany

TECHNICAL SKILLS

Fieldwork: Water quality testing • Plant and animal observations • Plant specimen collection • Habitat surveying • Measured diameter at breast height (DBH) and height of trees

Lab: DNA Extraction • DNA PCR • Gel Electrophoresis • Microscope • Spectroscopy • Cocalc • X-Ray Diffractometer • Arc GIS • Microsoft Excel

RESEARCH EXPERIENCE

Crystalline Structure of Bone (Supervising Faculty: Dr. Eshed, Dr. York)

September 2021 – Present

- Conduct research and literature review to analyze crystalline structures and material composition of porcupine bone
- Design sample preparation techniques for x-ray diffraction
- Record data and experiment procedures in laboratory notebook accurately

Chytrid Fungus and New Hampshire Amphibian Populations (Supervising Faculty: Dr. York) May 2019 – September 2020

- Researched the effects of Chytrid Fungus on amphibian populations by collecting samples at various locations throughout New Hampshire
- Followed a strict swabbing protocol and preserved DNA samples to ensure accurate results
- Facilitated an educational presentation at Farmington High School successfully, and collaborated with a high school biology class to train the students on study procedures

ATHLETIC EXPERIENCE

Southern New Hampshire University, NCAA Division II, Women's Lacrosse

Manchester, NH

Student-Athlete

September 2019 – Present

- Demonstrate effective time management skills by balancing 20 hours per week of practice, competition, and travel while maintaining high grades
- Show commitment and strong work ethic by maintaining scholarship athlete status each year on team
- Serve as a mentor and positive role model to younger players to help them adjust to college and balance their academic and athletic commitments
- Earned second team All-New England honors as a first-year student

WORK EXPERIENCE

Green Valley School

Concord, NH

Assistant Preschool Teacher

May 2020 – Present

- Co-supervise and support 10-30 children ages 3 to 12 while teaching them essential social skills
- Communicate with parents to resolve issues and concerns in a timely and professional manner
- Use team and observation skills to ensure safety of all children inside and outside of the school

Conventional Resume Sample 3

Your Name

Manchester, NH 03106 | 603-555-1111 | psychology.student@snhu.edu

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Arts in Psychology, Minor in Justice Studies

Concentration: Child and Adolescent Development

Manchester, NH

Expected May 2023

- GPA: 3.45, Psi Chi International Honor Society
- Relevant Coursework: *Counseling Process & Techniques; Assessment & Testing; Forensic Law; Crimes Against Children; Law, Justice and Family; and Criminal Psychology*
- Undergraduate Research Project / Paper: *"The Comeback Kids: Fostering Resilience in Children Suffering from Family Abuse"*

RELEVANT EXPERIENCE

JUSTICE STUDIES ASSOCIATION, SNHU

Vice President, Member

Manchester, NH

January 2020 – Present

- Plan and participate in multiple community events for 50-300 attendees building strong connections with local law enforcement while educating the public
- Attended 2021 *IMPACT Conference* workshops on community service, service learning and social action

WEBSTER HOUSE

Social Work Intern

Manchester, NH

January 2021 – May 2021

- Completed 150-hour internship working with up to 23 youth aged 8 – 18 years from variety of backgrounds, cultures, abilities, and behavioral challenges under direct supervision of group home licensed social worker
- Delivered ongoing supervision and positive support to residents while following *Individualized Action Plans (IAPs)*
- Resolved client issues and conflicts proactively while enforcing policies and accurately following all safety protocols
- Reviewed case files to gain insight into resident histories, behaviors and intervention efforts and recorded participant's progress, mental status, and any changes in daily reports

THE CHANDLER CENTER, CENTER FOR COMMUNITY ENGAGED LEARNING, SNHU

Service Project Coordinator

Manchester, NH

September 2020 – April 2021

- Cultivated strong community relationships through professional communication and follow-through while initiating meetings and partnering with local leaders regarding student service opportunities
- Managed team of 16 students to support special events; planned and implemented 10 service projects each semester for up to 3,000 individuals served
- Researched issues of poverty and successfully developed and implemented community outreach plan to assist and promote programs offered by local nonprofit organizations including the *NH Food Bank* and *Families in Transition*
- Recognized by supervisors for excellent time management and organizational skills while overseeing front desk operations, responding to phone and email inquiries, scheduling meetings, and assisting in-person visitors

CERTIFICATIONS

AMERICAN RED CROSS, CPR/First Aid

Expires August 2024

GRANITE STATE CHILD ADVOCACY CENTER, *Know and Tell Educated*

Spring 2022

ADDITIONAL EXPERIENCE

WENTWORTH GREENHOUSES, INC.

Greenhouse Worker

Goffstown, NH

Summers 2019 – 2022

- Provided expert advice and guidance to 50+ on-site customers through strong problem-solving and persuasion skills
- Demonstrated excellent time management and organizational skills while managing 26 greenhouses according to specific requirements of multiple plant varieties

Technical Resume Sample 1

Your Name

GitHub: <https://github.com/TechnicalStudent>
Meredith, NH 03253 • computer.science@snhu.edu • (603) 444-5555

EDUCATION

Southern New Hampshire University
Bachelor of Science in Computer Science
Minor: Applied Mathematics
GPA: 3.4 | Dean's List

Manchester, NH
Expected May 2023

TECHNICAL SKILLS

Languages: C#, C++, Java/JavaScript, Python, PowerShell, MySQL/Microsoft SQL
Web and Mobile: HTML, CSS, PHP, Swift
Data Analytics: MySQL, Tableau, SPSS, Advanced Excel, SAS, R, MatLab, SAP Hana, Google Analytics
Operating Systems: UNIX/Linux, Microsoft Windows
Certifications: CompTIA A+, CompTIA Security+, AWS Certified Cloud Practitioner

RELEVANT EXPERIENCE

IT Intern, Connection - Merrimack, NH June 2022-August 2022

- Tested and identified bugs within the company's website to provide a seamless experience for all users.
- Installed and updated out-of-date software and hardware, such as Java for several hundred computers annually as part of a small team.
- Developed an automated Python script to perform code audits to flag security vulnerabilities by writing a text processing algorithm.

Technology Intern, Fidelity Investments - Merrimack, NH June 2021-August 2021

- Designed several form, search, and information display sites for the Managed File Transfer Team.
- Developed new mobile applications using Python, My SQL, JavaScript, and HTML in a UNIX environment.
- Communicated effectively to work with end-users to gather requirements for the application development team to enhance and modify existing systems and processes.

RELEVANT PROJECT EXPERIENCE (SNHU)

Junior Software Engineering Lab Spring 2022

- Led a team developing an Android application with a back-end set up using Firebase for attendance check-ins.
- Implemented Firebase Realtime Database using JSON formatting.
- Utilized Google API's GPS to confirm student's physical location during online classroom check-ins.
- Added localization feature for application to be used in four different languages.

SETA (School of Engineering, Technology and Aeronautics) Programming Challenge - 2nd Place Finish March 2022

- Competed in the Programming Challenge Competition which focused on resolving technical challenges through building new code to achieve functional requirements.
- Used C++ to develop new code and complete five technical challenges in a 3-hour timeframe.
- Competed against a field of 30 students, in all grades, including graduating seniors.

COMMUNITY INVOLVEMENT

Resident Assistant, Southern New Hampshire University - Manchester, NH August 2021-Present

- Communicate effectively to build a robust residential campus community by delivering training programs designed to increase student engagement, address social issues and student retention.
- Manage and resolve issues by holding residents accountable for problematic behavior by providing supportive feedback, coaching, and setting clear conduct expectations for 60+ students.

Technical Resume Sample 2

Your Name

Game.art@snhu.edu | 603-311-5150 | Pembroke, NH 03401
<https://www.artstation.com/a.gamely>

EDUCATION

Southern New Hampshire University (SNHU)

Bachelor of Science, Game Art & Interactive Design

GPA: 3.4

Manchester, NH

Expected May 2023

TECHNICAL SKILLS

Game Design: Unity Design and Animation

Graphic Design: Adobe Creative Suite including Photoshop, InDesign, Illustrator

Programming: C++, C#

3D Modeling: 3ds Max, Maya, Z-Brush, 3D Coat

Texturing: Quixel, Marmoset, Substance Designer, Substance Painter, Adobe Photoshop

Computer: Microsoft Office including Word, PowerPoint and Excel

PROJECT EXPERIENCE

Inkwell Interactive at SNHU, Manchester, NH

January 2022 – May 2022

- Designed a VR experience within Unity to show the student learner of 2030
- Created various environment pieces for the student of 2030's virtual apartment
- Developed a learning system through AR glasses within VR, allowing the student to learn and earn credits towards their major by doing various activities given from the players AI
- Served as main technical artist, imported art assets into Unity scene, created the scenes and all lighting

Inkwell Interactive at SNHU, Manchester, NH

September 2021 – December 2021

- Developed a studio game demo within a small team, including art assets, lighting, level designs, environment design, creature design, and map design
- Created concept that was based on action role playing games such as Pokémon and Stardew Valley
- Designed game to have key features of farming, capturing creatures, and other special features with multiple decision points, allowing individuals to progress through the demo

24 Hour Game Jam at SNHU, Manchester, NH

November 2020

- Developed a continuous sandbox level game, working in a team of three to create a ship and warfare game
- Achieved "Best Player Control" award as a result of the ease of moving ships and firing cannons
- Used C# and Unity to develop the programming and 3ds Max to develop the art assets
- Designed various art assets by creating textured models as well as particle effects

WORK EXPERIENCE

Bartender, XO Catering, Manchester, NH

June 2021 – August 2021

- Collaborated with a catering team to set up and manage fine dining events for groups of 40 – 200 people
- Used excellent communication skills to deliver courteous and professional service in a fast-paced setting to all event guests

Store Associate, Target, Hooksett, NH

June 2020 – September 2021

- Assisted other team members proactively with additional work assignments/projects as needed
- Solved problems quickly and effectively to maintain customer satisfaction and generate repeat business

Technical Resume Sample 3

Your Name

marketing.student@snhu.edu • (603) 444-5555
Manchester, NH 03104

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Science in Marketing
Concentration: Digital Marketing
Cumulative GPA: 3.5, Dean's List

Manchester, NH
Expected May 2023

LEADERSHIP AND ENGAGEMENT

- **Vice President of Finance: American Marketing Association** - Manage and oversee a club budget of \$1,500 and support the planning and execution of events to encourage networking opportunities for members
- **Senator: Student Government** - Demonstrate leadership, organizational skills, and teamwork by serving as the main voice of the student body on campus and acting as the liaison to ensure recommendations are considered
- **Conferences:** Competitor in American Marketing Association Conference in New Orleans, Louisiana

CERTIFICATIONS & SKILLS

Certifications: Advanced Google Analytics, HubSpot Inbound Sales, HubSpot Inbound Marketing

Social Media/Marketing: Facebook, Twitter, Instagram, LinkedIn, Hootsuite

Web/Graphic Design: Adobe Creative Suite, WordPress, basic HTML/CSS

PROJECT EXPERIENCE

New Horizons Social Media Marketing Campaign, Social Media & Marketing Communications Fall 2022

- Collaborated with a team to manage Facebook, Instagram, and Twitter accounts for non-profit organization, *New Horizons*, to increase awareness and reach a larger audience by creating a stronger social media plan
- Served as an integral member of the editing and graphics team by creating a logo and custom graphics to showcase Instagram highlights; developed themes and stories for accounts to support branding and cohesiveness
- Tracked Instagram analytics to identify best times to post, achieving a 50% increase in user engagement
- Planned and organized events and online campaigns, resulting in improved attendance and brand awareness

WORK EXPERIENCE

Social Media and Content Marketing Intern, CCA GLOBAL PARTNERS - Manchester, NH May 2022-August 2022

- Developed marketing concepts and SEO rich content by researching and writing stories and product announcements
- Executed strategies for building and engaging target audiences using Twitter, Instagram, and Facebook to promote contests and viral campaigns, increasing online views by 25%
- Measured performance of content marketing, email marketing, and social media campaigns across all channels using Google Analytics and platform-specific reporting tools

Event Planning Intern, BOSTON CELTICS - Boston, MA January 2022-May 2022

- Collaborated with operations team to organize and manage pre-event scheduling, identify locations, plan menus, and determine audience messaging
- Increased event participation by 35% using social media to promote events, engage fans, and build community
- Developed marketing collateral for events and created presentations for senior sales managers

Math Tutor, Southern New Hampshire University - Manchester, NH January 2021-December 2021

- Provided coaching, training and feedback to students seeking assistance with calculus, statistics, and finite math
- Identified areas of improvement and communicated challenging concepts in a positive and supportive manner

Education Resume Sample

Your Name

City, State Zip | 603-123-4567 | education.student@snhu.edu

LICENSURE: New Hampshire Elementary Education K-6

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Arts in Education for Licensure

GPA 3.9 | President's List

Manchester, NH

Expected May 2023

TEACHING EXPERIENCE

FOURTH GRADE, GREEN VALLEY ELEMENTARY SCHOOL

Student Teacher

Manchester, NH

September 2022 - Present

- Plan and implement daily lessons and educational objectives for various ability levels including non-English speakers, special needs and academically accelerated students for variety of content areas
- Apply effective classroom management strategies to support a successful learning environment
- Utilize a variety of educational tools including games, team-building exercises, dramatic arts, video, lectures and alternative activities to engage students and encourage meaningful learning

THE WOLAK LEARNING CENTER, SNHU

Peer Mentor/Tutor

Manchester, NH

September 2021 - May 2022

- Modeled evidence based, high impact strategies for students to enhance studying and homework habits
 - Developed student action plans to address academic areas in need of improvement
-

NOTABLE FIELD EXPERIENCE

FIRST GRADE, FRED C. UNDERHILL ELEMENTARY SCHOOL

Classroom Assistant

Hooksett, NH

January - March 2022

- Created engaging math and literacy lesson plans following Common Core Standards to prompt in-depth problem solving and independence skills
- Evaluated student understanding through constant observation to confirm comprehension of class content

SECOND GRADE, HIGHLAND GOFFES FALL ELEMENTARY SCHOOL

Classroom Assistant

Manchester, NH

September - December 2021

- Implemented math and literacy lesson plans working with students in groups of four in higher order thinking and to enhance word recognition
-

EDUCATIONAL TRAINING & EXPERIENCE

Professional Development

SNHU ASCD Conference, Manchester, NH

November 2021

Teacher Workshop Day, Merrimack, NH School District

April 2021

Crisis Prevention Intervention

September 2020

OTHER EXPERIENCE

OLD NAVY

Brand Associate

Merrimack, NH

May 2020 - Present

- Train 5-10 new associates on customer service, merchandising, register and provide performance feedback
 - Perform financial transactions accurately and quickly using attention to detail and organization skills
-

VOLUNTEER ACTIVITIES

SNHU BUDDIES

September 2020 - Present

- Support students with physical and developmental disabilities while providing positive, social skill development

Math Night at Webster School

February 2022

- Facilitated engaging math games with students in grades 1-5 to challenge students and practice mathematic skills
-

PROFESSIONAL AFFILIATIONS

Association and Supervision for Curriculum Development (ASCD), SNHU

September 2022 - Present

Federal Resume Sample

YOUR NAME

111 President Drive
Manchester, NH 03106 USA
Mobile: 603-200-2222
Email: federal.student@snhu.edu

- **USAJobs.gov** has a resume generator to assist in creating a Federal resume
- **KEYWORDS** – use same keywords from each job description in your resume to show you're qualified for the job

Country of Citizenship: United States of America
Veterans' Preference: No
Highest Grade: N/A

Availability: Job Type: Permanent, Temporary, Recent Graduates
Work Schedule: Full Time

Desired Locations: US-DC-Washington/Metro
US-VA-Arlington
US-VA-Alexandria

- **The General Schedule (GS)** is the predominant pay scale for federal employees. If you've never worked for the federal government, you can put N/A

Work Experience: **Department of State (Educational and Cultural Affairs)** Washington, DC US **5/2019-9/2019**
Grade Level: NA
Hours per week: 20

Intern

Supervisor: John Smith (XXX-222-2222)

Okay to contact this Supervisor: Yes

- Wrote 15 articles about foreign education initiatives in Bureau newsletter and press releases
- Drafted 20+ memoranda for the Undersecretary of State
- Assembled financial and budget information for use in Educational and Cultural Affairs internal materials
- Assisted with administrative tasks such as filing documents and organizing meeting logistics

Nantucket Police Department
Nantucket, MA US

5/2018-8/2018
Salary: 10 USD per Hour
Hours per week: 45

Intern

Supervisor: Jane Doe (XXX-111-1111)

Okay to contact this Supervisor: Yes

- Enforced parking ordinances through the town by distributing citations
- Interacted with people in a professional manner by using tolerance, determination, and perseverance to solve issues or complaints
- Responsible for security on the beach using foot patrol as a deterrent of crime during night hours
- Secured all beach facilities by locking specific parking areas, pavilions, and cabanas

Southern New Hampshire University
Manchester, NH US

9/2017-5/2018
Salary: 8 USD per Hour
Hours per week: 20

Program Peer Mentor/History Department Mentor

Supervisor: John Doe (XXX-000-0000)

Okay to contact this Supervisor: Yes

- Provided guidance and support to 50 incoming first-year students to aid in the transition to college and enhance their chances for academic success; selected out of 100 tutors to serve as a mentor in the program
- Served as a positive role model and work closely with at-risk students to teach academic material, provide assistance with organization, time management and study skills to enhance learning outcomes and increase retention
- Nominated by faculty to represent the History Department at events and mentor students interested in pursuing the major

Education: **B.A., (May 2020), Southern New Hampshire University, Manchester, NH, 03106 US**
120 Semester Hours
GPA: 3.53/4.0
Major: History, Law and Politics (double major)
Relevant Coursework, Licenses and Certifications:
Legal Systems, Public Policy Process

- **Federal resumes require you to include # of semester hours to ensure eligibility for jobs**

Federal Resume Sample Continued

YOUR NAME

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Language Skills:

English

Spoken: Advanced
Written: Advanced
Read: Advanced

Spanish

Spoken: Advanced
Written: Intermediate
Read: Advanced

Affiliations:

National Honor Society Member 9/2021-Present

References:

Name: Robert Frost
Employer: Southern New Hampshire University
Title: Professor, Psychology
Phone Number: XXX-333-3333
Email Address: r.frost@snhu.edu
Reference Type: Professional

Name: James Madison
Employer: Department of State
Title: Director of Foreign Affairs
Phone Number: XXX-444-4444
Email Address: jmadison@pastpresidents.org
Reference Type: Professional

Additional Information:

Skills:

- Grant writing experience (Earned “Dream Catchers Award” by Community and Recreation Services, Delaware County Government, August 2019)
- Regional expertise in Balkan, Post-Soviet, and Western European political issues (Including extensive regional travel)
- Proficient in Microsoft Office programs (Word, Excel, PowerPoint, Outlook)

Class Projects:

Western European Economy: Then and Now, April 2020

- Completed a 75-page capstone paper including in depth economic analysis of past and present financial concerns of Western Europe
- Conducted research on historical implications of changes in economic wealth in Western Europe
- Presented research in a PowerPoint to 50 students and 10 staff in the economics department

Leadership and Service Roles:

Multicultural Student Union, **Vice President**, October 2019-May 2020

- Developed 12 forums for dialogue between diverse student groups
- Built five partnerships between student groups through cultural programming

Accounting Society, **President**, September 2018-May 2019

- Recruited four executive committee members, planned meetings
- Managed a membership base of 40+ students
- Organized club involvement in business related workshops/events

Tucker Recreation Association, **Basketball Coach**, November 2017-February 2018

- Taught 12, ten-year-old boys the fundamentals of basketball, sports ethics, and mental focus
- Coordinated travel logistics for away competitions

Habitat for Humanity, **Volunteer**, New Orleans, LA, March 2017

- Contributed to rebuilding a home in St. Bernard Parish, New Orleans

First/Second Year Resume Sample

Your Name

City, State Zip
first/secondyear.student@snhu.edu
(603) 444-5555

EDUCATION

Southern New Hampshire University

Bachelor of Science in Business Administration

Manchester, NH
Expected May 2025

- Concentration in Sport Management
- Cumulative GPA: 3.25

Woburn High School

High School Diploma

Woburn, MA
June 2021

- Graduated with Honors
- National Honor Society Member

EXPERIENCE

Southern New Hampshire University Admissions

Tour Guide/Student Employee

Manchester, NH
August 2022 – Present

- Demonstrate strong communication skills by accurately and professionally answering 50+ phone and email inquiries daily regarding the university and application process.
- Warmly greet visitors and present information about the university to groups of 3 to 60+ individuals.
- Facilitate group tours and assist staff at open house programs.
- Support the Assistant Director on marketing materials including brochures and website content.

Target

Sales Associate

Hooksett, NH
August 2021 – Present

- Mentor 7 new employees and provide training and feedback to support staff development.
- Provide excellent service to 200+ customers throughout the store and quickly answer questions and resolve issues ensuring positive shopping experience.
- Utilize product training to enhance sales capabilities and describe product attributes to customers.
- Collaborate with team members to change/update merchandise displays under tight deadlines.
- Recognized by supervisor for effective teamwork and problem-solving skills.

Varsity Pro Camp

Soccer Coach

Woburn, MA
Summers 2019 & 2020

- Led sessions and delivered training to 60 athletes, ages 12 to 16 on sport fundamentals.
- Developed training plans and demonstrated proper technique to attendees of various abilities.
- Assessed and delivered individual and group coaching and feedback to athletes to increase overall skills and capabilities.
- Partnered with supervisor to devise and implement engaging training sessions to increase knowledge and passion for sport.

ACTIVITIES

Southern New Hampshire University Soccer Team

Student Athlete

Manchester, NH
August 2021 – Present

- Commit 15-20 hours a week to sport while utilizing strong teamwork and communication skills to motivate and encourage players to achieve individual and team goals.

Environmentally Sustainable Students

Member

Manchester, NH
September 2020 – Present

- Plan and organize 3-5 community service outreach events yearly for up to 30 participants at multiple site locations.

SKILLS

Computer: Proficient in Microsoft Office including: *Excel, PowerPoint, and Word*

Language: Conversational Spanish

Master's Degree Resume Sample

Your Name

graduate.student@snhu.edu

(603) 444-5555

Manchester, NH 03106

EDUCATION

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Master of Business Administration (MBA)

- Concentration in Business Analytics

Manchester, NH

Expected May 2023

FUDAN UNIVERSITY

Bachelor of Science in Economics and Finance

- Cumulative GPA: 3.7 | President's List
- Certifications: *Advanced Excel Certification*

Shanghai, China

June 2021

SKILLS

Analytics: Java/JavaScript, Python, R, Tableau, Analytics SME, Advanced Excel including pivot tables

Marketing Analytics: Google Analytics, Google Ad Words, Hootsuite, HubSpot, Facebook, Twitter, and Instagram

Technology: Microsoft Office including Excel, PowerPoint, and Word

Languages: Fluent in Mandarin, English, and French

PROFESSIONAL EXPERIENCE

Finance Intern, Bottomline Technologies – Portsmouth, NH

January 2022 – April 2022

- Reduced marketing costs by 10% through assessing SEO results and using analytical insights to provide recommendations on marketing strategy and execution
- Created conversion and consumer behavior reports using Google Analytics to assess marketing results
- Analyzed and cleaned large data sets using Python and Excel while conducting regression analysis to identify trends for the sales team
- Crafted data stories using data visualizations designed in Tableau, developed presentations, and wrote summaries to effectively communicate results and trends with business stakeholders and senior leadership

Sales Analytics Intern, Shanghai Yongda Investment Group Co., Ltd – Shanghai, China

May 2021 – August 2021

- Reviewed marketing analytics to determine strategies and content which delivered highest ROI on engagement
- Developed recommendations and delivered findings as a team to a panel of senior leaders from multiple divisions
- Provided data visualizations using Tableau to highlight and showcase results and key performance metrics

PROJECT EXPERIENCE

Student Managed Investment Fund Project – SNHU

January 2022 – April 2022

- Collaborated with team members to determine investment options for a \$75,000 student scholarship allocation fund
- Achieved a 12% ROI on investments using valuation ratios and the Bloomberg terminal to make stock picks
- Analyzed and researched various industries including technology, communications services, energy, and pharmaceuticals to develop and deliver written and oral investment analysis recommendations

LEADERSHIP AND CAMPUS EXPERIENCE

International Student Ambassador, International Student Services – SNHU

January 2022 – Present

- Demonstrate professional communication and presentation skills while answering questions about the international student experience at SNHU to 100+ students from variety backgrounds, cultures, and languages each semester
- Manage social media accounts including Facebook, Twitter, and Instagram and developed compelling content including videos and pictures to increase member engagement and departmental reach
- Answer a multi-line phone system in a friendly manner and respond to department emails professionally to provide exceptional customer service to students, staff, faculty, and employers
- Handle confidential information with discretion while accurately compiling statistical data and creating electronic files and reports

Cover Letter Layout Sample

Your Name

snhu.student@snhu.edu

(603) 444-5555

Anytown, NH 03106

Date

Specific Name (Ms. Jane Doe) *Research the person responsible for hiring – LinkedIn is a great place to start!*

Specific Title (Director, Human Resources)

Company/Organization

Street Address

City, ST Zip Code

Dear Mr. or Ms. Last Name: *(never use "To Whom it May Concern"; "Sir or Madam")*

Opening Paragraph: The first paragraph should indicate the reason you are writing (include the full title of the job or internship) and how you heard about the position. If you were referred by a mutual acquaintance, make sure to mention this person's name. Explain why you are interested in this company/organization. What makes it special? What attraction does it hold for you?

Middle Paragraph(s): This section of the letter can be one or two paragraphs in length. This is the key paragraph(s) that differentiates you from the next candidate. Focus on the **skills** you have developed from the experiences listed on your resume. You should connect your experiences directly to the qualifications described in the posting - ideally, the top two or three skills listed in the job description or qualifications section. Include information about your work experience, education, and activities that qualify you for the role – focus on how your skills can fulfill the needs of the organization.

Mention specific results or achievements and quantify your accomplishments as much as possible using #'s, \$, %. Also, avoid starting each sentence with 'I' – change it up so you keep your reader engaged.

Closing Paragraph: Reinforce your strong interest in the position and thank the reader for considering your application. You should also provide your contact information (phone number/email), even though it is on your resume. If appropriate, you can also indicate that you will be calling to follow up to ensure they received your resume and to discuss the possibility of an interview. If your letter is clear and persuasive it will help you get the interview!

Sincerely,

(4 blank lines for your cursive "signature")

Your Typed Name – First and Last

Your Name

snhu.student@snhu.edu

(603) 444-5555

Anytown, NH 03106

REFERENCES

Dr. Ann Smith, Professor of Psychology (*Current Faculty Advisor*)

Southern New Hampshire University

2500 North River Road

Manchester, NH 03106

(603) 645-1212

a.smith@snhu.edu

Mr. Michael Mills, VP of Operations (*Former Supervisor*)

Hyatt Hotels International

123 Street Ave

Oldtown, NH 12345

(603) 555-8888

m.mills@marriott.com

Ms. Paula Pillsbury, Director (*Current Supervisor*)

Human Resources Department

XYZ Company

3 Uniondale Avenue

Newtown, ME 98765

(201) 888-8668

paulapillsbury@xyz.com

Tips for your Reference Page

- The statement “References Available Upon Request” should **not** be included on the resume- this is assumed.
- When a prospective employer asks for professional references, submit a separate sheet similar to this example.
- Always ask your references if you can list them **before** submitting their information to an employer.
- Include a variety of contacts: employers, faculty, coaches, etc. Choose people who have directly supervised you and can speak to your abilities related to the position.
- Use the **same format** as your cover letter and resume (header, font etc.) to be consistent with your documents.



Dorothy S. Rogers

Career & Professional Development Center

Gustafson Center | 603-645-9793 | careerdevelopment@snhu.edu