

RESUME WRITING

Health-focused graduate students



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Office of Career Services

RESUME VALUE

The resume is meant to convey to an employer that you are the right candidate and are capable of doing the job based on your past experience, skill set, and accomplishments.

The resume, if done effectively:

- Aligns to each specific position
- Includes experiences that are relevant to the position being sought
- Highlights skills and accomplishments relevant to the position

RESUME TIPS:

- Avoid abbreviations, slang, acronyms, personal pronouns, and jargon
- Exclude personal information (i.e. religion, birthday, photo, etc.)
- Proofread to ensure it is error-free
- Keep to 1 page

BEFORE YOU START

CREATE A MASTER RESUME

Write down everything you have done since coming to IU. If you are a freshman or sophomore, you can still include experience from high school (only very relevant high school info should be used after sophomore year). List everything including volunteer experience, internships, jobs, relevant coursework, student clubs or groups, and study abroad.

START YOUR RESUME

PULL TOGETHER THE PIECES

Create an education section and potentially computer skills, language or additional sections. Begin creating “experience blocks”, consisting of organization/company, job title, location, dates and accomplishment statements.

TAILOR FOR THE POSITION YOU WANT

REFERENCE JOB DESCRIPTION

Read the job description making note of skills or traits mentioned. Make a list of the skills you would like to highlight through your resume. The resume on the next page is an example of a tailored resume.

MORE TIPS

APPEARANCE MATTERS

Spend time formatting your resume by integrating bold and italics appropriately and using punctuation consistently. Appearance make the first impression.

SKILL VERBS

Use tense specific action verbs to begin each bullet point. Diversify your action verbs to convey several transferable skills and to align with the position. Utilize the Action Verb Handout.

ACCOMPLISHMENT STATEMENTS

Create bullet points that highlight accomplishments and contributions made rather than tasks completed. Bullet point formula: Action verb + what + how + why/result

RESUME

Parts of the resume and sample.



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HEADING:

- Increase font size of name
- Address, email, and phone
- Current school and/or home address

JACKSON SMITH
jsmith@gmail.com (555) 555-5555
441 Sunset Rd. Ely, MN 55731

OBJECTIVE (OPTIONAL):

- Avoid an objective if you are submitting a cover letter
- Useful to include if attending a networking activity or event such as a career fair or information session
- Formula: Action verb (seeking or to obtain) + specific position or industry + most relevant skills

EDUCATION BLOCK:

- Indiana University and School of...
- Current degree
- Include major(s) and minor(s)

Include

- Graduation date
- GPA
- Honors

EXPERIENCE BLOCKS:

Be consistent in formatting:

- Name of employer
- Position title
- Location and dates
- 2 to 5 bullet points
- Focus on SKILLS
- Past or present? If active write in the present tense, inactive past tense.
- Include jobs, internships, volunteer or leadership experience, study abroad, coursework, and professional associations

TAILORED HEADINGS:

- Avoid generic block headers such as Experience or Activities
- Guide the employer to your skills
- Consider block headers such as Public Health, Research, Healthcare Administration, Prevention, Advocacy, Policy, or Leadership Experience
- Consider how to frame your experience to make it relevant to the position for which you are applying

EDUCATION

Master of Public Health Administration (MPHA)
Indiana University, School of Public Health

May 2020
Bloomington, IN

Bachelor of Science in Public Health (BSPH)
Indiana University, School of Public Health

May 2018
Bloomington, IN

HealthcARE ADMINISTRATION EXPERIENCE

Revenue Technician

Indiana University Hospital

January 2020 – Present
Bloomington, IN

- Analyze and determine denial codes in order to take proper actions to ensure accurate and faster re-processing of claims
- Interpret the insurer's claim to determine the responsible payers, either patient or organization
- Maintain records of work received and performed, verify data input, and perform billing, collection, payment posting, and denial resolution tasks
- Created an office-wide electronic file management system utilizing Lean methodology resulting in 100% utilization by all employees
- Perform audits for the hospital's Medicare and Medicaid cost settlement

Redbud Village Senior Living Community

Marketing Intern

January – May 2019
Bloomington, IN

- Collaborated directly with a marketing team of three to develop campaign strategies to increase awareness of Rosebud Village among prospective patients and their families
- Researched successful marketing campaigns of long-term care facilities from which to benchmark future strategies
- Developed print promotional pieces utilizing Adobe Photoshop and Illustrator to promote Rosebud Village on a variety of platforms including Twitter and Facebook
- Supervised the organization's social media accounts on a variety of platforms including Twitter and Facebook resulting in a 20% increase in the number of actively engaged followers

PATIENT AND CUSTOMER SERVICE EXPERIENCE

Ely Bloomenson Hospital

Patient Satisfaction Intern

May – August 2019
Ely, MN

- Communicated with past patients over the phone and via email addressing issues and connecting them with appropriate individuals and resources to resolve their concerns
- Administered the bi-annual patient satisfaction survey utilizing the Qualtrics survey platform
- Collected and analyzed patient satisfaction data and compiled data analysis into a report and presented findings to the hospital board

Zups Grocery Store

Supervising Clerk

May 2012 – August 2014
Ely, MN

- Supervised a team of 10 junior clerks, conducting trainings and coordinating shift schedules
- Built relationships with customers and assisted them to their cars with groceries ensuring return customers and customer satisfaction
- Organized store displays and conducted inventory counts guaranteeing products were accurately documented and displayed to customers

RESUME BULLET POINTS

Communicate your accomplishments.



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BULLET POINTS

This aspect of the resume explains your skills and must provide enough context and detail to convey your capabilities.

Use the following worksheet to practice constructing effective bullet points.

BULLET POINT FORMULA

- Start with a strong action **VERB** for each bullet
- Explain **HOW** you demonstrated this skill - what did you do?
- Explain **WHY** you used the skill or the **RESULT** of what you accomplish How were people impacted?

BEST PRACTICES

- Quantify and qualify whenever possible by emphasizing outcomes
- Use transition words such as “by, resulting, utilizing, impacting”

SKILL VERB:	
HOW:	
WHY/RESULT:	

COMPETITIVE EXAMPLES

- Developed a health education program utilizing behavior change strategies to increase exercise habits among a population of 50 women with type II diabetes
- Collaborated with the human resources executive team to overhaul the current orientation program creating a more relevant and efficient on-boarding process for clinical staff
- Presented information on global health topics and organized activities for the public health section during the monthly club meetings to better prepare students for the travel abroad experience.

TAILORED BLOCK HEADERS

IDENTIFY MOST RELEVANT EXPERIENCES AND CREATE TAILORED BLOCK HEADERS.

ie: Public Health, Research, Healthcare Administration, Prevention, Advocacy, Policy, or Leadership Experience

RESUME

Sample Resume.



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Lucy McLearn

mclearl@gmail.com | (555) 555-5555

476 E. Fender Lane, Bloomington, IN 46202

EDUCATION

Indiana University, School of Public Health – Bloomington, IN

Master of Public Health (May 2020)

Concentration: Behavioral, Social, and Community Health

Language: Fluent in Spanish

Indiana University, School of Public Health – Bloomington, IN

Bachelor of Science in Public Health (May 2017)

Major: Community Health Minor: Global Health Promotion

HEALTH EDUCATION EXPERIENCE

Indiana University Health Bloomington Hospital – Bloomington, IN

Health Educator - Intern (January 2020– Present)

- Develop and facilitate outreach programs on various health topics for community partners
- Prepare and submit outreach program progress reports to track program outcomes
- Establish relationships with public, civic, professional, and charity agencies and organizations
- Assist in the design and utilization of program evaluation and needs assessment tools
- Lead seminars and workshops on safety, nutrition, high blood pressure, and other topics based on the needs of the community

Indiana University Healthy IU Program – Indianapolis, IN

Intern (August 2019 – December 2019)

- Collaborated with a team of six to coordinate the annual health fair attended by over 1,000 employees and students
- Performed glucose, blood pressure, and cholesterol screenings alongside medical professionals during individual client education sessions
- Represented the Healthy IU program at events, meetings, and health fairs in order to promote the use of the program among IU employees

A Smokeless World – Byron, IN

Intern (May 2017 – August 2017)

- Planned The Smokeless Day event with a team of four resulting in over \$50,000 raised to provide tobacco cessation education to community members
- Created flyers, brochures, and other promotional items utilizing Adobe InDesign to promote The Smokeless Day, an event promoting a tobacco-free world
- Educated event attendees during break-out sessions on the physiological effects of tobacco on the body and directed individuals to cessation programs and additional educational resources

COMMUNITY OUTREACH EXPERIENCE

IU Office of Alumni Relations – Bloomington, IN

Alumni Outreach Assistant (May 2019 – Present)

- Support Alumni Relations Directors in the planning of over 200 outreach events each year
- Communicate with alumni during outreach events to promote their engagement with IU
- Organize catering, event space, and other logistics for each outreach event disseminating the information to individuals within the office