



*Informing today—Transforming tomorrow*

# RESUME WRITING FOR GRADUATE STUDENTS



**Career Development Office  
Krasa Center - Room 010A  
5700 College Road  
Lisle, IL 60532  
630.829.6040  
630.829.6043 fax  
[career@ben.edu](mailto:career@ben.edu)  
[www.ben.edu/career](http://www.ben.edu/career)**

# Resume Purpose

**Definition:** A resume is an advertisement of who you are in terms of your competencies, accomplishments, and future capabilities. It is your chief marketing tool or calling card for opening the doors of prospective employers.

**Expected Results:** From the applicant's perspective, resumes are supposed to help get interviews which, in turn, lead to job offers.

From the employer's perspective, resumes are supposed to communicate value, i.e., what applicants will do for them. In addition, resumes are mechanisms for screening candidates.

Remember, employers are not seeking to hire your history - they want to know your capabilities and competencies.

When writing a resume, **always remember that you are advertising yourself for an interview and not for a job.** Job offers only come after interviews. An effective resume should make a prospective employer want to meet you in person to discuss your qualifications and possible contributions to solving his or her problems. It should clearly and factually communicate to the employer what it is **you** can do for **them**. Above all, it should be honest, positive, concise, easy to read, and truly reflect **you**.

You should write your own resume; you should not imitate or plagiarize someone else's resume and letters. You must begin from your own ground of experience in developing a resume and letters which clearly communicate who you are, what you want to do, and what you are most likely to do in the future for an employer. This takes time, effort, care, and professionalism on your part. No one should do this for you. However, after doing a resume draft, you should get feedback from at least four others. We invite you to make an appointment with one of our professionals for a resume review.

## A resume can:

- Discuss your relative experience and communicate your potential value to employers, based on your accomplishments within these experiences.
- Provide information as part of your file in any placement service you use.
- Accompany your application letters in response to vacancy announcements.
- Act as an integral part of the informational interview and/or networking process.
- Focus and convey your job objective and qualifications.
- Serve as supplemental information to employment applications and letters of inquiry about possible job openings.

# Resume Styles and Formats

Before you start writing your resume, you will need to decide the type of format you will be using. It is best to choose a format that will truly complement your personal attributes, experiences, and skills. While you may be familiar most with the chronological format, there are four major types:

1. **Chronological** - All information is listed in reverse chronological order - most recent first. This is the traditional, commonly used format. *It should be used when the position you are applying for is in the same occupation and work environment as your work experience and background.* As such, it will highlight your skills and progression within a specific field/industry.
2. **Combined Chronological/Functional** - Emphasizes both skills and specific chronological data. *This is best used for new college grads and anyone changing occupations or work environments.* The focus is not on strictly work or skills, but instead on how they work together to provide a strong candidate – you.
3. **Functional** - Emphasizes qualifications and skills. This format usually does not include any dates and or much specific information about employers. *This format should only be used when no other style is appropriate.*
4. **Creative** - Demonstrates your creativity in content, color, arrangement, graphics etc. The only rule is your good judgment. Conservative employers may distrust this type of resume. *Consider using for creative arts, advertising, sales or other creative positions.*

## Suggested Resume Components

1. **Name, Address, Phone, E-mail:**

Name may be **bolded** and should be roughly one font size larger than the font of your resume. If you live on campus, you may choose to include both your campus address and permanent home address, or the one that is the best contact for you. Include the phone number of which you will most likely be reached. Make sure the e-mail address you provide is professional, including your name or initials. Use your Benedictine e-mail or create a professional e-mail address specifically for job searching purposes.

2. **Objective:**

This may also be called the Professional Objective, the Employment Objective, or the Career Objective. State the functional area ("position in sales") or your skill area ("position using my math and communication skills"). This may also state the type of work environment you desire ("in the human services industry"), along with the level ("internship", "trainee", "entry-level"). More information on objectives will follow in this handout.

3. **Employment Summary, Professional Summary, Summary of Qualifications:**

Typically used for individuals with *extensive work experience* in a particular field. Otherwise, skip this section. State in two or three sentences/phrases your entire employment history. This is helpful especially when you want to leave your options open and/or when you have had more than one career path. (Example: "Nine years in insurance claims including four years of group training presentations. Three years of promoting local community productions. Currently candidate for Masters Degree in Clinical Psychology.")

4. **Education:**

List institutions from which you have received a degree or certificate, most recent first. Do not include high school. In addition, if you have transferred from another institution and did not receive a degree, this may be left off the resume. Employers are interested in where you received (or will be receiving) your degree. Include name of degree ("Bachelor of Arts"), date of degree, major(s) and minor(s), GPA if a 3.0/4.0 or better (overall or in major), name and location of institution. **Graduate students typically do not include GPA.** At the Masters level of education, the assumption of commitment to your studies and above average performance is made. Community college attendance or degree is optional to list. You may also include academic honors ("Dean's List", "Scholars Program") here or in a separate category. When work experience becomes as important as academic degrees, consider removal of GPA and honors at that time, and moving this section below work experience.

5. **Employment History/Professional Experience/Work History:**

List employment history in reverse chronological order. This can include your internship experiences, or that can be part of a separate category/section. Include your title, name and location of employer and dates of employment, usually by year, not by month. If you are using the chronological format, describe your accomplishments in each job using action verbs. In addition, you may want to use bullet points for each description, as these aid in the readability of your resume. If you are using a combined format, may want to include a single statement describing each company or summarizing each position.

6. **Skills, Accomplishments, Abilities, Knowledge, Qualifications:**

A *combined* format will require this section. If you are using a chronological format, you can skip this section. In this section, describe the accomplishments/skills you have acquired through work experience, academic background, extracurricular/community/volunteer activities, etc. These skills should relate to the occupation and setting you want to enter. A good way to assess what is important in the field you wish to enter is by looking at recent job postings of positions you may be interested in and making note of the qualifications required for each position (e.g., strong oral communication skills, organizational skills, and so on). You may organize skill sets/qualifications under separate skills subheadings.

7. **Miscellaneous:**

a. **Special Abilities:**

Include fluency in a foreign language, specialized computer knowledge, and certification or licensing you may hold, information about any papers you have had published. Important relevant abilities should be noted early in the resume.

b. **Extracurricular Activities, Civic or Community Volunteer Work:**

List organizations and positions of leadership. *Do not* include high school activities. You may want to include more information such as dates of membership or involvement, info about the organization and/or your responsibilities. If you are an experienced worker, you will most likely not include this section, unless the activities related directly to your work experience.

c. **Professional Affiliations:**

Include memberships in organizations related to your career field. If you are unsure of the appropriate organizations to join, check with your academic advisor, the Career Development office, or see the [Encyclopedia of Professional Organizations](#). **Professional membership becomes particularly important at the graduate level and shows commitment to your field.**

8. **References:**

References are generally not included on a resume, but instead on a separate reference page. However, your resume may end by stating "References: Available upon request." This is optional these days, as often this can be understood by an employer. In addition, keep in mind: you should have permission from 3 to 5 people to serve as your references. Solicit references who know you in an academic or professional setting, or from volunteer work. **See page 14 for sample Reference Page.**

## Developing the Career Objective

The objective is the most important component for writing your resume. It will be your guide for which content to include and to omit. It sets the focus for not only your resume but your entire job search. Think of it as a thesis statement for your resume – everything that follows the objective statement should support it. If some of the information does not, this may not be relevant or needed for this search.

At the simplest level, the career objective may be stated as a professional designation, followed by a specialty area in that field, e.g. Career Counselor - Higher Education, or Public Accountant - Auditing and Taxes, or Sales Representative - Industrial Goods and Equipment. The next level of sophistication in a career objective is to state what level of position you desire. Some possibilities may include entry-level, internship position, middle management, trainee, or managerial.

Beyond these simple formats, the matter becomes more difficult. Here are some ways to organize your career objective:

### **The Short-Term Format:**

Entry-level Accounting position with an Industrial Firm

### **The Functional Format**

Position that includes responsibilities for systems analysis and creating data systems for maintenance of records, evaluation of programs, and projection of future sales trends

### **The Skills Format**

Position that requires knowledge of decision-making models, and application of models to marketing and production planning

Career objective statements should avoid terms like *opportunity for advancement*, *a challenging position*, *a position dealing with people*, *a progressive company*, *a position that requires creativity*, *a company that recognizes...*, *a chance to...* While these terms may sound nice to the job applicant, they have little meaning to the employer. In fact, they may indicate that the applicant has no idea of his or her career objective. Remember, tell the employer what you can offer to them, **not** what you wish to gain from them.

Many individuals find it helpful to have two or three different resumes with different objectives. With this strategy, you can target one or two specific areas and maintain a more general objective for positions you may want to apply for but do not specifically fit your original objective.

Additionally, you will want your objective to be clear and to the point. Remember, your objective will set the tone for your entire resume. Everything in your resume should somehow relate to your objective.

Some individuals may choose to completely omit the objective statement. This is not recommended for new college graduates or career changers. However, more advanced individuals with extensive work experience may wish to use a career summary, instead. If you do decide to omit the objective, be sure your resume content clearly conveys the type of position you are seeking.

# Resume Do's and Don'ts

## Resume Do's - Regarding Format

- \* Use one page, unless you have years of experience - employers only spend 20 - 30 seconds skimming resumes and you don't want them to feel bogged down with an unnecessary lengthy resume.
- \* Keep phrases and sections short (no section of more than ten lines).
- \* Use indented and "bulleted" statements (with • or something similar before each) where appropriate rather than complete sentences.
- \* See section on Scanning Resumes into Computer Databases.
- \* Use bolding, different size type, different fonts, marked phrases, spacing and titled sections and sub-sections to help the readers skim your resume to find the specific information they are seeking.
- \* At a minimum, consider **bolding** your section headings and name and **enlarging** headings and name. Make sure your name is as large as or larger than anything else on your resume.
- \* Consider using columns when listing coursework, lab techniques, computer hardware/software etc.
- \* Intentionally order the sections and "bullets" within each section. Criteria should be what you think will be most important to the employer focused on your objective.

## Resume Do's - Regarding Content

- \* Make sure that 90% to 100% of your content relates to your objective, directly or indirectly.
- \* Be sure the action verbs maintain consistency in tense - present tense for what you are doing now, past tense for what you did. Make sure you do not repeat action verbs too much!
- \* Use simple concise terms rather than complex expressions that say the same thing.
- \* Use quantities, amounts, dollar values where they enhance the description of what you did (e.g., "increased sales by \$100,000 per year").
- \* Have someone with strong English skills check for spelling, punctuation, and grammar errors or typos.
- \* See section on Scanning Resumes into Computer Databases.

## Resume Don'ts

- ⊗ **Don't** use "I" or "me".
- ⊗ **Don't** include hobbies, vocational or social interests unless they clearly contribute to your work abilities or your uniqueness.
- ⊗ **Don't** include purely personal evaluations. e.g. "*I am an intelligent and diligent researcher*" - is to be avoided. "*Have finished three major research projects*" - would be included.
- ⊗ **Don't** include pictures.
- ⊗ **Don't** list references. These are included on a separate sheet of paper.
- ⊗ **Don't** forget phone number, area code, or zip code in your contact information.
- ⊗ **Don't** list sex, weight, health, or personal irrelevancies.
- ⊗ **Don't** highlight problems (divorce, hospitalization, handicaps).
- ⊗ **Don't** include addresses of prior employers (city and state are all that's necessary).
- ⊗ **Don't** include salary information in your resume, unless asked to do so.

## Final Reminder

Remember that your resume is a demonstration of your ability to handle written communication. Put as much care and attention into your resume as you would for a one page advertisement for a fine product.

## Resume Pitfalls:

- too long, short, or condensed
- poor layout and physical appearance
- misspellings, bad grammar, poor punctuation, and wordiness
- lengthy phrases, sentences, and paragraphs
- too slick, amateurish, or "gimmicky"
- too boastful or dishonest
- poorly typed and reproduced
- irrelevant information
- critical categories missing (i.e., objective)
- hard to understand or requires too much interpretation
- unexplained time gaps
- text does not support objective
- unclear objective
- lacks credibility and content

## Printing Your Resume

1. Type your resume using your own word processing software or in the Benedictine computer lab. Make sure your original gets printed on a laser-quality printer. Ask us about other printing options.
2. Duplicate on resume quality paper which is heavier and of a better texture than normal paper. Use white, off-white, ivory or a light gray paper. Stay away from the bright-colored paper. Be sure to photocopy from an original that is on white paper and has laser print quality. If you fax your resume, use a white original.
3. We recommend starting with 100 copies of your resume. Purchase envelopes and blank sheets to match if you wish. Do not staple if you have a two-page resume. Use a paperclip. If you think your resume will be scanned (see section below), do not fold. Use a large envelope.
4. You may wish to produce letterhead sheets for your cover letters. To do that, print blank sheets with your resume heading (name, address, phone, and e-mail).



## Notes about Scanning Resumes

If you will be applying at large organizations or any high tech companies, you should expect that your resume will be scanned into a computer database. (Even DuPage County scans all resumes and discards the paper original.)

If your resume and cover letter are scanned, there are implications for you to be aware of, as follows:

### To optimize the scannability of your resume:

- Use white or very light-colored (neutral color), 8 1/2 X 11 paper, printed on one side.
- Use a laser printed original or good quality copy.
- **Do not** fold or staple.
- Use standard typefaces (e.g., Arial, Times New Roman, and Courier). Plain fonts are best
- Use 10 to 14 point font size. Avoid 10 point Times New Roman.
- **Avoid** underlining, italics, shaded or boxed text, borders, columns, all vertical lines, horizontal lines if they don't have a blank line before and after, graphics, bolding unless the preceding and following lines are not bolded, and condensed spacing between letters.
- **Do** put your name, address, city, state and phone at the top of each page, a separate line for each above item.
- Some people will write a resume for scanning on white printer paper with no bolding or lines, all in plain typeface and 12 point font. The contents will be exactly as in a second resume for reading by a human eye. However, the "reading" resume will be formatted differently using bolding, different size fonts and typefaces including italics, possibly listing by columns, etc. You can send both resumes, mentioning this in your cover letter, if you are not sure this organization scans. It will be readily apparent which one is for the human eye.

### To optimize your resume's chances of being retrieved from the "data basement:"

- In the content of your resume, be sure to use specific words for objective, skills, experience and knowledge, e.g. "fluent in Spanish and English" instead of "bilingual," "proficient in Excel" instead of "know spreadsheets."
- Use industry or occupational jargon - making sure to spell out acronyms and use them as acronyms.
- Be sure to indicate licenses and certifications that relate to the work you want to do, include computer software that you know, communicate professional memberships you hold (especially important for experienced professionals), and accomplishments in previous work.
- Try to guess the "keywords," usually nouns, which a hiring manager would use to retrieve a resume for the kind of work you want to do. Then make sure those keywords are in the text of your resume.
- If you know the requirements of the position you are applying for (through your networking contact, internal position announcement or classified ad), make sure your resume uses the same or similar words as those used by the hiring organization in their qualifications requirements or preferences. Of course, only include resume information that is correct and truthful!
- In short, the contents of a well-written resume for the human eye should do well for retrieval from the computer "data basement."

## SAMPLE ACTION VERBS

|              |              |              |              |
|--------------|--------------|--------------|--------------|
| abstracted   | developed    | investigated | regulated    |
| achieved     | devised      | launched     | rendered     |
| administered | diagnosed    | lectured     | reorganized  |
| adapted      | diagrammed   | led          | repaired     |
| advised      | directed     | logged       | represented  |
| allocated    | discovered   | maintained   | researched   |
| analyzed     | dispensed    | managed      | responsible  |
| arbitrated   | disproved    | marketed     | restored     |
| arranged     | distributed  | measured     | reviewed     |
| assembled    | documented   | mediated     | revised      |
| assigned     | drafted      | mobilized    | scheduled    |
| assisted     | drew up      | monitored    | selected     |
| audited      | edited       | negotiated   | served       |
| authored     | effected     | observed     | simplified   |
| briefed      | eliminated   | obtained     | sold         |
| budgeted     | employed     | operated     | spoke        |
| built        | enforced     | ordered      | strengthened |
| calculated   | enlarged     | organized    | studied      |
| campaigned   | established  | oversaw      | supervised   |
| catalogued   | evaluated    | participated | supplied     |
| chaired      | examined     | performed    | synthesized  |
| charted      | executed     | planned      | tabulated    |
| classified   | expanded     | prescribed   | taught       |
| collaborated | expedited    | presented    | tested       |
| collected    | experimented | printed      | trained      |
| compiled     | explained    | processed    | translated   |
| completed    | facilitated  | procured     | typed        |
| composed     | filed        | produced     | typeset      |
| computed     | formulated   | proficient   | wrote        |
| conducted    | founded      | profited     |              |
| conserved    | generated    | programmed   |              |
| consolidated | guided       | promoted     |              |
| constructed  | handled      | proofed      |              |
| consulted    | hosted       | proposed     |              |
| contracted   | identified   | protected    |              |
| controlled   | illustrated  | provided     |              |
| coordinated  | implemented  | purchased    |              |
| corresponded | improved     | raised       |              |
| counseled    | increased    | received     |              |
| criticized   | influenced   | recommended  |              |
| critiqued    | initiated    | recorded     |              |
| defined      | inspected    | recreated    |              |
| delegated    | installed    | recruited    |              |
| delivered    | instituted   | reduced      |              |
| demonstrated | instructed   | referred     |              |
| designed     | interpreted  | registered   |              |
| detected     | interviewed  | reinforced   |              |
| determined   | invented     | requested    |              |

## Sample List of Skills Headings

Check off the functions that best describe your abilities and potential and are in line with your job target. Add any others that are appropriate. Narrow the list to three or four top choices and use these on your functional or combined format resume.

|                  |                        |
|------------------|------------------------|
| Management       | Interviewing           |
| Advertising      | Public Speaking        |
| Secretarial      | Fund Raising           |
| Administrative   | Career Development     |
| Public Relations | Employment             |
| Accounting       | Community Affairs      |
| Communication    | Teaching               |
| Design           | Systems and Procedures |
| Engineering      | Product Development    |
| Retailing        | Testing                |
| Selling          | Inspecting             |
| Writing          | Promotion              |
| Editing          | Investment             |
| Research         | Drafting               |
| Finance          | Graphic Design         |
| Real Estate      | Printing               |
| Counseling       | Layout                 |
| Medicine         | Material Handling      |
| Legal            | Market Research        |
| Electronics      | Instruction            |
| Data Processing  | Programming            |
| Publicity        | Presentation           |
| Construction     | Production             |
| Culinary         | Investigation          |
| Boating          | Architecture           |
| Aviation         | Computer Knowledge     |
| Supervision      | Leadership             |
| Organization     | Program Development    |
| Purchasing       | Chemistry              |
| Acquisition      | Social Work            |
| Planning         | Navigation             |
| Scheduling       |                        |

# The Cover Letter

1. A cover letter **must** accompany your resume, unless you or a contact personally delivers the resume.
2. Address the letter to a specific person. If you don't know to whom to write, call the company switchboard or secretary for the appropriate person's name and title. Generally, your resume and cover letter should be sent to the department head for whom you would work. An additional resume and cover letter should be sent to the Human Resources Department recruiter for larger companies.
3. Limit your cover letter to one page of **3 to 4** brief paragraphs. Be precise and concise. Use correct grammar and punctuation and check carefully for typos. Employers use this as an example of your written communication abilities, so spend time writing this document.
4. Do not reproduce your cover letters unless you are doing a mass mailing. **Letters should address the qualifications specified for the position** and be tailor-made to discuss these qualifications in detail. If you are switching career fields, be sure to address what qualifications you have within the field you are applying for, and explain why you would be a good fit within that organization.
5. When sending a cover letter and resume, it is best to have the cover letter on the same type of paper as your resume, the print quality and font type consistent, and the cover letter on top of the resume. The two should be paper clipped together, folded, (see the section above on scanning) and put in a matching envelope with a typed name and address. Never use meter-type postage.
6. Stop by the Career Development Office downstairs Krasa, room 010, for an information packet specifically addressing Cover Letters.

# Cover Letter Format

## **Your Name**

Street Address

City, State Zip

( ) Phone Number

Date

Mr. or Ms. First Name Employer

Title of Employer

Organization/Company Name

Street Address

City, State Zip

Dear Mr. or Ms. Employer:

**1st Paragraph:** Tell why you are writing, usually to apply for a position. Name the position, field, or general area about which you are asking. Explain how you heard of the opening or organization. If a current employee suggested that you look into this opening, include his or her name here. If you heard of the opening through the newspaper, include the name of the publication and the date.

**2nd Paragraph:** Mention one or two qualifications you think would be of greatest interest to the employer, addressing your remarks to his/her point of view. Explain why you are particularly interested in the organization or type of work. If you have had related experience or specialized training, point it out. Expand on or highlight the information stated in your resume, but do not just repeat it verbatim.

**3rd Paragraph:** If appropriate, address the requirements specified in the advertisement. If you need a second paragraph to elaborate on your talents and accomplishments, use this paragraph for that purpose.

**4th Paragraph:** Close by making a specific request for an interview. If you plan to be in the geographic area of the company, suggest a specific date and time that you will telephone to establish an appointment. Make sure that your closing statement is positive and makes a request for specific action from the reader. Thank your reader for his/her time and consideration.

Sincerely,

(Your handwritten signature)

Your typewritten name

## Sample Reference Page

JOHN DOE  
1234 Main Street  
Chicago, IL 60600  
312/555-1166

Dr. Terry Johnson, Associate Professor of Literature and Communications  
Benedictine University  
5700 College Road  
Lisle, IL 60532  
630/555-6000 (or direct number)

Ms. Sarah Milsap, Office Manager  
Amoco Oil Company  
1234 Main Street  
Chicago, IL 60606  
312/555-0943

Mr. Donald Mitchell, Director of Volunteer Services  
Little Company of Mary Hospital  
1234 Main Street  
Evergreen Park, IL 60372  
630/555-2451  
Former Supervisor at XYZ Company

Dr. Susan Breaton, Professor of History  
Loyola University Chicago  
1234 Main Street  
Chicago, IL 60608  
312/555-9833 extension 256

**Reference Page** – The reference page should be on the same type of paper as your resume and cover letter. If possible, make the font and type quality consistent with that of your resume. It is important to include your name, address, and phone number on the top of the reference page.

**It is imperative that you obtain an individual's permission before using them as a reference.** It is helpful to your references to give them your resume so they can see what you are emphasizing. Generally, three to five references will be adequate. At least one or two should be people who have supervised you in a work setting. If you are a new graduate, at least one or two should be faculty from your major academic area. If you are returning to the work force after some time, you may use references who have worked with you in a volunteer capacity. Try to avoid personal character references.

# Shawn Salesman

JOHN DOE  
1234 Main Street  
Chicago, IL 60600  
312/555-1166

## OBJECTIVE

Sales/Marketing position with a customer-focused organization whose primary interest is in generating additional revenues through innovation and growth

## SUMMARY

Top producer with the ability to establish strong, long-term customer relations. Strong business skills to help develop and implement marketing strategies and plans to meet or exceed annual sales and revenue goals. Solid customer service skills and problem-solving abilities for understanding concepts, processes, and identifying needs.

## EDUCATION

M.B.A. Benedictine University, Lisle, IL June 2008

University of Illinois at Chicago – Circle Campus, Chicago, IL  
B.S. Business Administration Major: Marketing March 2006

## EXPERIENCE

### *Regional Sales Manager*

Southwire Specialty Products and Georgia Wire Products 2004 to present

- Continuously evaluate, develop, and implement a regional sales and marketing strategy for a 13 state Midwestern territory
- Responsible for tasks, such as: forecasting, budget preparation, P & L analysis, and pricing
- Identify new target markets, trends, and new products
- Determine regional promotional mix
- Oversee a diverse network of distributors, national original equipment manufacturers, manufacturer's representatives, and repair centers

## ACCOMPLISHMENTS:

- 61 quarters of consecutive growth in both market share and profitability
- Identification of new target markets
- Successful introduction of new products
- Overall diversification of the divisions product mix
- Significant increase in divisional profitability
- Quadrupling of business volume

*Account Executive*, Northern Air Freight, Inc. 1997 to 2004

*Assistant Manager*, Hurricane Auto Center 1996 to 1997  
Complete retailing responsibilities, including the supervision of 5 employees

*Financial Consultant*, Diversified Investors. 1995 to 1996

*Sales Representative*, Metropolitan Life Insurance Co. 1992 to 1995

# HEATHER L. HEALTH

123 Robin Lane  
Naperville, IL 60035

heather\_health@ben.edu  
(630) 555-1234

**Career Objective** To work in the environmental or safety department of a technically-based company, where skills and experience can be effectively utilized to improve operations

**Education** Benedictine University - Lisle, IL  
Master of Public Health - March 2008  
Concentrations: Environmental Health Administration; Occupational Health Administration  
M.S. in Management and Organizational Behavior - December 2009

Valparaiso University - Valparaiso, IN  
Bachelor of Science Degree - May 2006  
Major: Chemistry; Minor: Business

**Work Experience** **Sanitarian, DuPage County Health Department** - Wheaton, IL (July 2006 - Present)

- Review and inspect facilities included in the Environmental Health program areas such as Food Sanitation, Potable Water Supplies, Private Sewage Disposal, Solid Waste, and so on
- Complete records of inspections and investigations
- Collect environmental samples under approved standards
- Investigate complaints involving possible violations of health codes
- Participate in the implementation of emergency sanitation procedures
- Provide educational training for operators of facilities in general health

**Internship** **Environmental Safety Intern, Edward Hospital** - Naperville, IL (Summer 2005)

- Surveyed infectious waste disposal practices
- Assisted in the development of a training program for the proper disposal of infectious waste

**Skills** *Technical*

- Applied OSHA regulations to environmental surveys of schools and childcare centers
- Took MPH 641, Principles of Occupational Health and Safety and MPH 642, Occupational Health and Safety courses

*Educational*

- Acted as a safety consultant to schools and childcare centers
- Assisted in the training of new members and gave workshops to staff

*Managerial*

- Aided managers in the risk management of health and safety regulations
- Utilized organizational behavior skills to help managers redesign their quality assurance and safety programs

**Professional Affiliations** National Environmental Health Association  
Illinois Environmental Health Association



## **Hugh M. Ahn**

2331 West Side Street  
Countryside, IL 60525  
(630) 555-8025  
hmahn@gmail.com

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**Objective** To obtain a position in human resources, utilizing extensive background in the field.

### **Professional Experience**

#### **Human Resource Generalist (2004 - present)**

Rodman & Renshaw, Inc., Chicago, IL

- Establish innovative ways of recruiting exempt and non-exempt employees, extend offers, check references, and conduct orientations
- Interpret and implement company policies and procedures
- Administer COBRA
- Answer benefit questions and solve problems
- Handle 401K and flexible spending account enrollments

#### **Human Resources Representative (2001-2004)**

Carson Pirie Scott and Company, North Riverside, IL

- Interviewed, hired, and determined salary for new personnel
- Conducted orientation meetings and events, and coordinating training of new staff
- Administered enrollment for Managed Care, PPO, HMO, and dental insurance
- Solved benefit problems, and educated employees on company benefits, including 401K plans
- Administered COBRA and Worker's Compensation
- Prepared weekly payroll
- Provided consultation on employee relations issues

### **Technical Knowledge**

Human Resources Information System, Ceridian, Kronos System, Microsoft Word and Excel, Word Perfect, and Lotus 1-2-3

### **Other Experience**

#### **Administrative Assistant (2000)**

Carson's Corporate Credit Center, Hillside, IL

#### **Marketing Coordinator (1998-2000)**

Market Knowledge, Inc., Oakbrook Terrace, IL

#### **Senior Marketing Assistant (1996-1998)**

Wm. C. Brown/Kendall-Hunt Publishing Company, Dubuque, IA

### **Education**

#### **Master of Science, Management and Organizational Behavior (2008)**

Benedictine University, Lisle, IL

#### **Bachelor of Arts, Corporate Communications (1996)**

Clarke College, Dubuque, IA

**CAROLYN M. COUNSELOR**

1000 MAIN STREET  
LOMBARD, IL 60148  
(630) 555-5555

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|                                   |   |            |
|-----------------------------------|---|------------|
| <b>OBJECTIVE</b>                  | To obtain a clinical counseling position, with a focus on marriage and family   |            |
| <b>EDUCATION</b>                  | M.S. in Clinical Psychology, Benedictine University, Lisle, IL  | March 2008 |
|                                   | B.A., Major: Sociology, Mundelein College, Mundelein, IL  | May 2005   |
| <b>RELEVANT SKILLS</b>            |   |            |
|                                   | <i>Counseling</i>   |            |
|                                   | <ul style="list-style-type: none"><li>• Facilitated individual, marital, and family counseling during two practicums, one at Lutheran Social Services of Illinois and one at Catholic Charities</li><li>• Served as Co-Facilitator of Divorce Adjustment Group, LSSI</li><li>• Received training in, and currently provide, crisis intervention counseling as a volunteer for Talkline at Alexian Brothers Hospital</li><li>• Educated in administration of MMPI and WAIS-R tests</li><li>• Experienced in use of solution-focused brief therapy</li><li>• Trained in processing of Public Aid documentation, including development of treatment plans</li><li>• Guided and critiqued graduate students in the use of empathic listening, reflection and language skills, as a volunteer tape consultant</li><li>• Counseled engaged couples through Pre-Cana program at St. Dominic Parish</li></ul> |            |
|                                   | <i>Interpersonal</i>  |            |
|                                   | <ul style="list-style-type: none"><li>• Demonstrated the ability to interact with students, parents, colleagues, and the administration as a junior high teacher</li></ul>  |            |
|                                   | <i>Communication</i>  |            |
|                                   | <ul style="list-style-type: none"><li>• Involved in presenting Marriage Encounter weekends, instructing couples in the use of communication techniques</li><li>• Attended seminar on Effective Communication presented by Good Samaritan Hospital, 2006</li></ul>   |            |
| <b>PROFESSIONAL ORGANIZATIONS</b> | Student member - ICA, AAMFT   |            |
| <b>CONTINUING EDUCATION</b>       | Attended IAMFT Conference, 2006 and 2007 and Internal Family Systems Conference at UIC, 2006  |            |

## Isaac I. Technology

200 S. West Side St.

Naperville, IL 60540

(630) 555-1111

iitech@gmail.com

### Technical Summary

Evaluated both hardware and software workstation configurations. Migrated entire organization to Windows Server 2003 network and Microsoft SQL Server. Microsoft Certified Systems Engineer.

### Employment History

Software Company, Inc., Chicago, IL

*Manager, Product Support* (2005-Present)

- Supervise 40 technical Product Support Specialists
- Ensure high levels of customer satisfaction with Product Support by hiring and retaining well-qualified staff and providing technical and service skills training
- Determine which products and technologies are supported by Product Support Group
- Acquire training for Product Support Specialists on new products and technologies
- Contribute to various technical publications, such as: monthly newsletter, biannual software guide, and technical notes
- Responsible for creating functional specifications and design specification
- Document and report project status to Vice President of Information Services, as well as the user community

Bay and River Components, Chicago, IL

*Manager, End User Computing* (2000-2005)

- Administered and implemented local area and all associated applications
- Developed, implemented, and maintained standards for personal computer hardware (PC and Mac) and software
- Managed hardware and software acquisition

### Education

**Benedictine University**, Lisle, IL

Master of Science, Management Information Systems      2008

**Benedictine University**, Lisle, IL

Bachelor of Science, Computer Information Systems      1999

Adapted from: *Resume Almanac* (2<sup>nd</sup> ed.), Avon, MA: Adams Media.

## Amanda J. Accountant

300 Main Side St.

Lisle, IL 60532

(630) 555-1234

ajaccountant@yahoo.com

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### PROFESSIONAL OBJECTIVE

A position in the accounting department of a growing corporation

### SUMMARY OF QUALIFICATIONS

- Academic training gained through Master of Science in Accountancy and Bachelor of Arts in Accounting
- Strong skills in interpreting complex tax matters with concern for savings plans, investment avenues, and credits
- Skill in establishing profit and loss projections, cash flow projections, and financial controls
- Ability to draft, write, and edit technical publications with clarity and conciseness

### EDUCATION

BENEDICTINE UNIVERSITY, Lisle, IL  
Master of Science in Accountancy, 2008  
Magna Cum Laude

NORTH CENTRAL COLLEGE, Naperville, IL  
Bachelor of Arts, Accounting, 2003  
Magna Cum Laude

### PROFESSIONAL EXPERIENCE

2007-Present GREY TECHNICAL SUPPORT, INC., Naperville, IL

#### **Assistant Controller**

- Establish corporate accounting systems and procedures with the design of a computerized system for current accounting practices
- Provide audit preparation and write-up; post journal entries to general ledger; compile working papers and monthly financial statements for auditors
- Responsible for profit and loss projections, cash flow projections, and cash disbursements
- Prepare all Federal/State tax returns consistent with statutory requirements

2004-2007 THE SHEPHERD CORPORATION, Oswego, IL

#### **Assistant Controller**

- Designed and implemented a new accounting system with two-member support staff
- Maintained accounts payable verification, check writing, and weekly cash flow forecasts
- Responsible for Federal/State corporate income tax returns

2002-2004 SLOANE EQUIPMENT CORPORATION, Joliet, IL

#### **Accounting Conversion Staff**

- Contracted assignment through the Technical Aid Corporation
- Performed accounting duties and functions during conversion of manual accounts payable procedure to computerized system

Adapted from: *Resume Almanac (2<sup>nd</sup> ed.)*, Avon, MA: Adams Media.