

# Resume Guide



**UNIVERSITY OF  
BALTIMORE**

Career and Internship  
Center

# FOUNDATIONS OF A RESUME

## FOLLOW THESE SIX STEPS TO WRITE A RESUME EFFECTIVELY

### 1 Format

- Your resume should be *visually* appealing and easy to read.
- Can an employer quickly find the information they need?
  - Watch the length (1 page is ideal for entry-level candidates but can be exceeded, if necessary).
  - Develop brief action statements with bullet points.
- Include (but not limited to) the following information sections:
  - Objective or Professional Summary: 1-2 sentences describing why you are qualified for the job you are applying for.
  - Key Highlights/Skills: List the skills, certifications, and/or technologies you know well.
  - Experience: Starting with most recent- list past employers and/or major projects you have worked on.
  - Education: Degrees you have completed or are working on, as well as relevant classes or certifications. Only include your GPA if it is very high. High school is not necessary to include.

### 2 Tailored to the Job

- Think of your resume as an advertisement: You must convince the employer that not only are you a good candidate for the position, you are the best candidate for the position.
- Employers want to see that you understand what is involved in working for them and that you have ideas about how you could contribute to their team.
  - Make sure you *highlight* any particular *skills*, experience or education that pertains to the job.
  - Include most important and relevant information at the top of your *resume*.
  - You do not need to list every project or jobs that aren't relevant. Summarize, but be inclusive.
- Do some research on a company before applying.
  - Know what it is they do, what their company policies and goals are, who their business partners are, and what they look for in employees.
  - Make sure that their values and practices are in-line with your own.

### 3 Language

- Be sure to use clear, *concise language* to get your information across. You want to be thorough but brief.
- Use short phrases and succinct points rather than complete sentences.
- Use professional vocabulary, and employ action verbs where possible.

### 4 Spell Check

- Before you submit your resume, make sure you use spell check for grammar.
  - Proofread for spelling, capitalization or punctuation errors. After, *have someone proofread* your document.

### 5 Keywords are Key

- When an employer searches a database, they use keywords. This should mean a couple of things to the resume writer:
  - *Include relevant keywords* in your resume (industry specific, often found in job postings).
  - A list of keywords that do not represent your expertise should be avoided.
  - Each resume should be tailored to that position you are applying to. This means you may have multiple versions of your resume for different industries or types of positions you are interested in.

### 6 Save in Multiple Formats

- You will need formatted and non-formatted versions of your resume for various modes of distribution.
- Make sure to convert your word document into a PDF to retain the original formatting when sending your resume as an attachment.
- It is also important that you save your resume using the following file name : First name\_Last name\_Resume.

# ACCOMPLISHMENT STATEMENTS

Employers want to know not so much **what** you have done but **how well** you have done it. These are called *accomplishment statements* and can make the difference in securing a job with a potential employer.

*\*Keeping a running list of your academic, personal and professional accomplishments to use for your resume and future opportunities.*

## SHOW 'EM WHAT YOU CAN DO

Adapted from "Don't just sound great; show 'em what you can do" (Andrea Kay in Asbury Park Press, 12/5/2010)  
Some examples of achievements and accomplishments:

- Corrected an internal problem
- Expanded or improved something
- Made something look better
- Increased business or membership
- Reduced error rates
- Obtained more information
- Raised profile of companies or events
- Cut down time
- Made someone look good
- Consistently met/exceeded standards
- Devised or streamlined a system/SOP
- Avoided problems
- Increased customer satisfaction
- Achieved promotion or recognition

## THE FORMULA

### 1. Reflect on your experience

- What problems did you help solve?
- How did you build relationships?
- What are you most proud of in this job?

### 2. Utilize this formula to create the statement

- Action Verb** + *Example/Project* + Result = bullet point

## RESPONSIBILITIES VS. ACCOMPLISHMENTS

When adding accomplishment statements to your resume, it is important to avoid writing responsibility statements. Take a look at the statements below to see the difference between a job duty and a personal accomplishment:

Responsibility	Accomplishment
Responsible for sales in Eastern region	Increased sales profit margin by 87% in Eastern region
As HR manager, was responsible for saving money on corporate benefits	Researched long-term disability insurance and found package that saved company 10% over previous plan

Quantify or qualify your statements with FACTS if possible (concrete evidence).

Before	After
Completed team project ahead of schedule and under budget	As lead member of project management development team, successfully completed performance appraisal ahead of schedule and \$25,000 under budget.
Assumed manager duties	Supervised a staff of 7 employees and increased morale and productivity with monthly professional development initiatives.
Input customer orders into database	Input 40 customer orders on daily basis , consistently exceeding the average by 60%

# ACTION VERBS

Describe your work, class, and extra-curricular experiences using actions words, which pack power. Use past tense for things you have done and present tense for things you are doing now.

## Supervise

Administer  
Control  
Delegate  
Direct  
Govern  
Guide  
Instruct  
Lead  
Manage  
Monitor  
Oversee  
Preside  
Schedule

## Assist

Accompany  
Augment  
Carry out  
Collaborate  
Fortify  
Help  
Notify  
Protect  
Serve  
Support

## Create

Compose  
Conceive  
Design  
Develop  
Establish  
Formulate  
Generate  
Initiate  
Invent  
Launch  
Originate  
Produce  
Write

## Financial

Allocate  
Audit  
Bill  
Budget  
Invest  
Regulate  
Risk  
Upgrade

## Change

Adapt  
Adjust  
Eliminate  
Expand  
Implement  
Increase  
Introduce  
Modify  
Propose  
Reconsider  
Remodel  
Revamp  
Revise  
Transform

## Influence

Advise  
Convince  
Counsel  
Dispatch  
Innovate  
Judge  
Motivate  
Negotiate  
Orchestrate  
Persuade  
Promote  
Recommend  
Refer  
Stimulate  
Suggest

## Put Together

Arrange  
Assemble  
Build  
Collect  
Compile  
Construct  
Coordinate  
Display  
Engage  
Gather  
Organize  
Plan  
Structure

## Efficiency

Accelerate  
Apply  
Consolidate  
Expedite  
Facilitate  
Improve  
Maintain  
Reinforce  
Reduce  
Streamline

## Communicate

Address  
Broadcast  
Consult  
Contact  
Express  
Inform  
Intervew  
Investigate  
Lecture  
Meet with  
Relate  
Train

## Evaluate

Analyze  
Assess  
Calculate  
Compare  
Conceptualize  
Define  
Estimate  
Examine  
Forecast  
Inspect  
Interpret  
Observe  
Pinpoint  
Project  
Review  
Screen  
Solve  
Survey  
Test  
Update

## Show

Accomplish  
Conduct  
Demonstrate  
Emphasize  
Exhibit  
Give  
Illustrate  
Perform  
Present  
Prove  
Symbolize

## Decision

Approve  
Choose  
Determine  
Enlist

## Hire

Improvise  
Order  
Recruit  
Resolve  
Select

## Achieve

Attain  
Complete  
Deal with  
Effect  
Master  
Participate in  
Provide  
Undertake  
Win

## Educate

Award  
Broaden  
Coach  
Encourage  
Explain  
Learn  
Listen  
Mentor  
Orient  
Proofread  
Teach  
Team-building  
Tutor

## Activities

Deliver  
Distribute  
Drive  
File  
Fix  
Inventory  
Lift  
Log  
Manipulate  
Obtain  
Open  
Operate  
Pack  
Pilot  
Process  
Purchase  
Receive  
Repair  
Restore  
Sell  
Ship  
Sort  
Supply  
Type  
Umpire  
Volunteer

## Medical

Aide  
Diagnose  
Dispense  
Induce  
Prescribe  
Preserve  
Prepare  
Problem-solve  
Rehabilitate  
Specialize  
Treat

## Artistic

Act  
Dramatize  
Imagine  
Inspire  
Model  
Paint  
Perceive  
Photograph  
Play  
Rehearse  
Sing  
Sew  
Shape  
Sketch  
Speak  
Talk  
Understudy

## Edit

Condense  
Correspond  
Detail  
Focus  
Integrate  
Prepare  
Publish  
Read  
Summarize  
Transcribe  
Translate  
Unify  
Verbalize  
Verify

## Cooperate

Arbitrate  
Decide  
Harmonize  
Head  
Mediate

## Navigate

Synergize  
Unify  
Volunteer

## Research

Answer  
Ascertain  
Catalog  
Chart  
Check  
Classify  
Compute  
Conserve  
Contrive  
Discover  
Disprove  
Dissect  
Experiment  
Extract  
Fabricate  
Hypothesize  
Identify  
Incorporate  
Predict  
Question  
Reason  
Render  
Study  
Understand  
Weigh

## Other

Activate  
Amplify  
Appoint  
Conceptualize  
Devise  
Divert  
Employ  
Enforce  
Extend  
Illustrate  
Institute  
Qualify  
Quote  
Raise  
Record  
Rectify  
Report  
Respond  
Retrieve  
Seek  
Utilize

# Chronological Resume Example

Align headings, bullets, and dates to provide uniformity throughout.

Name - larger size and bold

If new to the field, try to keep your document to one page. Keep content relevant. You can save space by reducing margins as low as .5

Headings can be in all upper case, bolded, flush left or centered.

**JANE SMITH**

Baltimore, MD  
[jane.smith9032@ubalt.edu](mailto:jane.smith9032@ubalt.edu)  
XXX-XXX-XXXX

Contact info can include address or only city/state.

## SUMMARY

Accounting professional seeking to utilize skills in data analysis to increase profits and impact the bottom line. Possess experience in depreciation calculations, QuickBooks, and banking.

## EDUCATION

University of Baltimore, Baltimore, MD

**Bachelor of Science in Business Administration, Accounting**

GPA: 3.60

Community College of Baltimore County, Catonsville, MD

Dec. 2016

**Associate of Applied Science in Accounting**

Text size should be 10pt - 12pt font.

Dec. 2018

Consider adding GPA if above 3.0. Include two decimal points.

Customize headings to fit your experience!

## ACCOUNTING CAPABILITIES & COURSEWORK

- Knowledge of accounts receivable process, financial statement preparation, and data analysis
- Coursework: Intermediate Accounting I, II, and III; Cost Accounting, Income Taxation, Financial Management
- Proficient in QuickBooks and Excel

Highlight skills relevant to the job.

## RELATED EXPERIENCE

Make sure to incorporate accomplishment statements!

**Teller, Bank of America, Baltimore, MD**

Jan. 2018-Present

- Assist 30-40 clients daily with developing steps to meet their financial goals
- Interact with 4 to 5 bank partners daily
- Analyze and understand goals for both department and individual success

**Asset Accountant, Public Utility Company, Frederick, MD**

Nov. 2007- Jan. 2012

- Processed daily transactions
- Calculated and posted monthly depreciation
- Monitored asset documentation and receipts
- Managed inventory financial goals

Use present tense for current job and past tense for prior positions.

**Accountant Assistant, "Electric", LLC Baltimore, MD**

Sept. 2006- Oct. 2007

- Worked with sales purchase journals
- Managed day-to day bank transactions
- Prepared documentations for debtors
- Inputted information into company's programs

Bullet points make your experience easy to read. Be detailed and specific. Focus on your actions and your results!

## ADDITIONAL EXPERIENCE

**Custodian, Engineering Systems & Products, Owings Mills, MD**

Feb. 2012- Dec. 2017

- Contractual position providing cleaning services of offices

## HONORS & AWARDS

Member, Beta Alpha Psi, University of Baltimore

Fall 2017-Present

Recipient, Alan Marvel Memorial Scholarship in Accounting

Fall 2017-Spring 2018

Recipient, Transfer Student Scholarship

Spring 2017-Fall 2018

# SKILL-BASED RESUME EXAMPLE

Name - larger size and bold

**John Doe**

Contact info can include address or only city/state.

321 Main Street  
Bel Air, MD 2101  
john.doe@gmail.com  
XXX.XXX.XXXX

If new to the field, try to keep your document to one page. Keep content relevant. You can save space by reducing margins as low as .5

Choose an appropriate font. Be consistent and use only one font type.

Headings can be in all upper case, bolded, flush left or centered.

Text size should be 10pt - 12pt font.

## SUMMARY OF QUALIFICATIONS

- Nine years of experience as a Certified Medical Assistant in a hospital and outpatient clinic environment
- Provide quality care and assessment for individuals or families, identifying potential health and safety problems
- Excellent communication skills with medical staff and patients

Bullet points make your experience easy to read. Be detailed and specific. Focus on your actions and your results!

## COUNSELING CAPABILITIES

- Proficient knowledge of counseling theories, ethics, and helping skills
- Perform patient intake and record patient issues under the instruction of a physician
- Observe patients, charting and reporting changes in conditions
- Office management, patient scheduling, and billing, and coding
- Skilled in ancillary testing and patient education
- Proficient knowledge of HIPAA and JCAHO

Highlight skills relevant to the job.

Customize headings to fit your experience!

## ADMINISTRATIVE AND LEADERSHIP SKILLS

- Coordinated and cooperated with health care team members to assess, plan, implement, and evaluate patient care plans
- Responsible for Medical Assistant professional development and training coordination

Make sure to incorporate accomplishment statements!

## COMMUNICATION AND INTERPERSONAL SKILLS

- Instructed over 100 individuals, families and other groups on topics of health education and disease prevention
- Assisted with the development of over 10 health improvement programs
- Consistently explain procedures, examinations, or treatments to patients in a clear and understandable manner

Use present tense for current job and past tense for prior positions.

## WORK HISTORY

Certified Medical Assistant, Harford County General Hospital, Bel Air, MD June 2009-Present

Cashier Assistant, Costco, Baltimore, MD March 2004-June 2009

Dates- Include month/year. Make sure to list jobs from most recent to oldest.

## EDUCATION

University of Baltimore, Baltimore, MD

M.S. in Applied Psychology

Concentration: Counseling Psychology

GPA: 3.60

Consider adding GPA if above 3.0. Include two decimal points.

May 20XX

Morgan State University, Baltimore, MD

B.S. in Health Sciences

GPA: 3.50

May 2009

## CERTIFICATIONS

- Certified Medical Assistant, State of Maryland
- CPR & First Aid Certified
- Registered Phlebotomy Technician

Align headings, bullets, and dates to provide uniformity throughout.

June 2014-Present

May 2014-Present

May 2014-Present



# John Doe

Baltimore, MD

[johndoe@ubalt.edu](mailto:johndoe@ubalt.edu) XXX-XXX-XXXX

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## SKILLS

Healthcare Administration | Healthcare Reform | Strategic Management | Insurance Verification | Tableau Software 10.5 | Billing and Coding | Public Speaking | Bi-lingual | Interpersonal Communication | Microsoft Office Suite | Detail Oriented | Research

## EDUCATION

### University of Baltimore

Bachelor of Science in Health Systems Management

GPA: 3.57

Baltimore, MD

Dec 2017

**Relevant Coursework:** *Principles of Healthcare Management I, Principles of Healthcare Management II, Strategic Management for Healthcare Organizations, Healthcare Law & Healthcare Administration*

### Montgomery College

Associate of Arts in General Studies

GPA: 3.78

Rockville, MD

May 2015

## RELEVANT EXPERIENCE

Montgomery County Department of Health & Human Services (DHHS)

*Intern*

Rockville, MD

May 2016-July 2016

- Reviewed 40-50 physician packets to verify accuracy and efficiency for physician credentialing
- Applied the 4 core competencies of inter-professional collaboration of health organizations such as teamwork, roles & responsibility, communication, and values & ethics
- Presented to 20-30 DHHS employees on how they can improve services as they transitioned into an integrated delivery system via a PowerPoint presentation
- Updated and maintained paper patient records manually and by using the Meditech system

## ADDITIONAL EXPERIENCE

Target

*Shift Manager*

Rockville, MD

July 2016- May 2014

- Managed a team of 25 employees by facilitating bi-weekly training sessions and delegating daily tasks
- Evaluated team members for work efficiency, delivered performance reviews, and implemented disciplinary action as needed
- Assisted with the inventory management system by logging all incoming products

## HONORS AND AWARDS

- Montgomery County Business Hall of Fame Scholar 2018
- Certificate of Completion, Leadership Simulation 2017
- Camille & Kendall Endowed Scholar at the Universities at Shady Grove 2016
- Senatorial Scholar 2015
- Kendall Scholar 2014

## PROFESSIONAL AFFILIATIONS

Maryland Association of Health Care Executives (MAHCE)

*Student Associate*

Phoenix, MD

Jan 2016-Dec 2017

# JOHN DOE

Baltimore, MD  
(XXX)XXX-XXXX  
john.doe@ubalt.edu

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## PROFESSIONAL SUMMARY

Enthusiastic finance student seeking to utilize skills in business management, information processing, and financial document preparation to support the needs of a growing firm.

## CORE QUALIFICATIONS

- Financial acumen
- Team oriented and adaptable
- Exceptional attention to detail
- Extremely detail oriented
- Proficient with Microsoft Word/Excel
- Excellent communicator and self-starter

## EDUCATION

**B.S. in Business Administration, Finance**, University of Baltimore, Baltimore, MD May 2019  
*Member of Phi Theta Kappa Society, Omicron Theta Chapter*

### Related Coursework:

- Financial Management
- Fundamentals of Income Taxation
- Macro and Micro Economics
- Accounting Ethics

## RELEVANT EXPERIENCE

**Payroll/Administrative Assistant**, Extra Corporation, Baltimore, MD August 2013–Present

- Provide precise payroll calculations for 50 employees
- Create documents such as correspondence, drafts and emails and prepare bi-weekly invoices
- Open, sort, and distribute incoming messages and correspondence
- Assist with onboarding training by educating new employees about timesheet procedures and protocols

## ADDITIONAL EXPERIENCE

**Deli Clerk**, Giant Grocery Stores White Marsh, MD June 2017–August 2017

- Assisted in increase product sales by handing out food samples and by recommending additional items to customers
- Served customers in a timely and professional manner
- Maintained a clean and safe working environment by following standard procedures

**Marketer**, Summit Home Remodeling, Baltimore, MD July 2015–August 2016

- Managed the company's social media profiles and presence to include Facebook, Twitter, and LinkedIn
- Utilized Hubspot, an inbound marketing platform used to recruit and attract customers
- Worked collaboratively with a team of three marketers to help distribute content
- Tracked, measured, and analyzed all initiatives to report on social media ROI

## LEADERSHIP

**President**, Finance Student Association Fall 2017- Present

- Provide leadership and delegate tasks to group members
- Organize community fundraising events, such as the Walk for Life in Spring 2018
- Collaborate with local businesses to learn about business processes



# Jane Doe

Baltimore, MD  
XXX-XXX-XXXX  
Jane@ubalt.edu

## Summary of Qualifications

*Human Services Professional committed to focusing on providing quality resources for the enhancement of domestic and international communities. Bringing combined experience in professional healthcare leadership, customer service, non-clinical case management, insurance verification, team and individual training development, and quality assurance.*

## Non-Profit Experience

*Chair, The Candye Wade Project Non-Profit Organization - Orlando, FL*

Dec 2017-Present

- Serve as Chairman for fundraising and donations for the annual Blended Family Forum Conference.
- Provide virtual administrative support to the Executive Director for program planning, implementation, and evaluation.
- Performs a variety of administrative duties such as; producing donation letters, video conference calls for collaboration in grant proposals, and telephonic communications with vendors and speakers for upcoming events.

*Outreach Volunteer, Women of Victory Ambassador - Baltimore, MD*

Jun 2017- Jan 2018

- Proactively engaged new and existing women at The Tabernacle at Greater Bethlehem Temple.
- Collected contact information for updates on upcoming events.
- Connected women in need of assistance to the correct point of contacts for resolution.
- Provided continuous community outreach assistance for monthly LIFT sessions and WOV special events.

*Intern, Inspirational Hope Inc. Non-profit Organization – Baltimore, MD*

Mar 2015- May 2017

- Individually developed 4 separate donation letters and successfully secured profitable donations for yearly Inspirational Hope Conference expenses.
- Created Domestic Violence Statistics page on company website including endnote references.
- Managed and updated company Twitter and Facebook pages daily; efficient inspirational post doubled the number of Twitter followers for Inspirational Hope in 3 months as an intern.
- Assisted with event production functions at the 2017 Men's Holistic Me workshop including creation of Men Domestic Violence Statistics page for conference packets.

*Program Coordinator – Grow Non-profit Organization – York, PA*

Feb 2013- Mar 2015

- Collaborated with 3 community leaders of the Santa Julia Community and 2 professors to developed economic growth action plans for the community.
- Facilitated physical education and English classes for children grades Kindergarten to eight grades at Santa Julia Community School with 4 other study abroad students and 1 professor for each class.

## Education

Master of Science, Human Services Administration  
University of Baltimore Baltimore, MD

Bachelor of Arts, Human Services Administration  
University of Baltimore- Baltimore, MD

## Professional Experience

*Student Series Outreach Assistant*

Leukemia and Lymphoma Society– Owings Mills, MD

Sept 2017 – Feb 2018

- Conducted 20-30 outbound calls to local school returning and new contacts to confirm and encourage and confirm their participation commitment to the campaign.
- Collectively confirmed 340 schools, grades K-12, for their commitment to fundraise for the cure through running Pennies for Patients or Bring the Change.
- Originated program marking materials, including assembly and distribution.

*Pharma Program Coordinator*

May 2016 – Sept 2017

Option Care Specialty Infusion Pharmacy – Baltimore, MD

- Collaborated with the Option Care team of 2 registered dietitians and 2 pharmacists to complete non-clinical and clinical case management for over 280 active patients and over 26 pending patients.
- Assisted in development of related SOPs, workflow, and project plans.
- Documented and recorded Gattex program performance measures, deliverables, and other benchmarks daily via Microsoft Excel, Microsoft Access, and assigned pharmaceutical electronic sites.
- Conducted Gattex program trainings for new and existing program coordinators.
- Followed up with stakeholders to ensure completion of assigned tasks.

*Intake and Insurance Verification Supervisor*

Mar 2014 – April 2015

AcariaHealth Specialty Pharmacy - Falls Church, VA

- Managed team of 10 employees (image indexing, intake prep, and insurance verification teams) to ensure the meeting of performance standards; supervised the daily tasks and workflow.
- Collaborated in the creation of SOP for 340B; a federal drug discount pricing program for Hepatitis C specialty medications.
- Evaluated monthly and overall yearly performances; assisted 2 Clinical Pharmacist with clinical trainings.
- Reported identified gaps and improvements in processes; collaborate with senior management for solutions recommendations and implement changes.

*Senior Pharmacy Benefits Specialist*

Jun 2012 – March 2014

UnitedHealth Group - Baltimore, MD

- Acted as a pharmacy department liaison to various departments/vendors who work with the Medicare Part D benefit.
- Designed and conducted auditing of pharmacy benefit specialist for quality assurance.
- Trained new Pharmacy Benefit team members on role and responsibilities.
- Provided solutions for complex beneficiary inquiries, complaints, and claims issues from other departments/markets.

# JANE SMITH

1420 N. Charles St.

Baltimore, MD 21201

xxx-xxx-xxxx Janesmith@ubalt.edu

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## EDUCATION

### Master of Science, Criminal Justice

University of Baltimore- Baltimore, MD

December 20XX

### Bachelor of Science, Forensic Studies

University of Baltimore- Baltimore, MD

May 20XX

## RELEVANT COURSEWORK

- Crime Scene Investigation
- Forensic Documentation Analysis
- Criminology
- Trace Evidence Organic
- Microscopy
- Lab Safety
- Handwriting Analysis

## PUBLICATIONS

### Latent Print Reference Guide

June 20XX

- Published reference guide on Maryland State Police – Forensic Sciences Division
- Managed layout, research, and creation of reference guide
- Assisted in plotting latent prints used within reference guide

## CERTIFICATIONS

### Bloodstain Pattern Analyst Certification

November 20XX

- Completed a 40 hour certification program with Baltimore City Crime Lab on bloodstain pattern analysis
- Participated in bloodstain lectures and workshops

## RELEVANT EMPLOYMENT EXPERIENCE

### Forensics Student Assistant, University of Baltimore, Baltimore, MD

March 20XX to 20XX

- Manage maintenance and clean-up of the campus laboratories
- Assist faculty with special projects and various administrative tasks
- Perform office duties such as filing, copying, and ordering necessary supplies for the office
- Oversee the maintenance and calibration of laboratory equipment

### Intern, Maryland State Police-Forensic Sciences Division, Pikesville, MD

June 20XX to August 20XX

- Created presentation/pamphlet to assist Crime Scene Technicians determining the value of latent prints
- Assisted the Forensic Examiners in the Latent Print Unit with chemical processing of evidence
- Performed office duties such as filing and copying of case files
- Prepared written reports based on evidence analysis

### Chemistry Departmental Assistant, York College, York, PA

August 20XX - May 20XX

- Co-managed chemical preparation and supply set-up for two chemistry labs
- Assisted in maintenance and clean-up of the chemical supply laboratory
- Managed planning of American Chemical Society Education Night & Chemistry Industry Advisory Council dinner
- Assisted faculty with special projects and various administrative tasks
- Conducted laboratory tests using scientific techniques such as infrared spectroscopy, and scanning electron microscopy

## STUDENT INVOLVEMENT

**Founder & President, Forensic Science Society**, University of Baltimore March 20XX – Present

- Developed and created organization on campus to unite Forensics majors and non-Forensics majors
- Organize events for the members of the society to attend and expand their knowledge in Forensics

**Member, Chemistry Society**, York College of PA August 20XX - May 20XX

- Participated in volunteer activities and fundraisers, conducted experiments and attended bi-weekly meetings

## ADDITIONAL EXPERIENCE

**Data Entry Assistant, Retina Specialists**, Towson, MD May 20XX – Present

- Assist in entering confidential patient charts into the new online medical system, Doctor Soft
- Pulling and filing of confidential patient forms/charts while identifying and correcting filing mistakes
- Support the medical secretaries with faxing and copying confidential medical records

**Front Desk Assistant, University of Baltimore**, Baltimore, MD August 20XX to May 20XX

- Managed financial forms for student organizations using Excel and online tools
- Developed an inventory management and supply ordering system
- Created purchasing request form for over 50 student organizations to purchase supplies and equipment
- Answered phone calls, greeted students, answered questions and scheduled appointments for the office

**Career Ambassador, Career Center- University of Baltimore**, Baltimore, MD August 20XX to May 20XX

- Assisted with the preparation of three career fairs by serving as a first point of contact, registering employers and by inputting data collected from employer and student feedback response surveys
- Instructed students on how to utilize UBworks, an online career services management system for job postings and related resources
- Collaborated with the Diversity and Culture Center to assemble a paraprofessional training series for student staff

# RESUME RUBRIC

Use this rubric as a checklist to build an effective resume for your job or internship search. Specifically, this rubric will help you identify key elements that should be included in all resumes. Once you review your resume using the rubric, have someone else use the rubric to review your revised resume.

Resources for building a resume can be found on the Career and Internship Center (CIC) website here:

<http://www.ubalt.edu/campus-life/career-center/career-services-online/how-to-guides/index.cfm>. In addition, students can log into UBworks (access in MyUB) to utilize the online resume builder or upload their finalized resume to their profile. Last but not least, the CPDC career resource library (SC 306) has numerous resume books and resources, including sample resumes by industry.

Self-Review	2nd Review	
<b>CONTACT INFORMATION</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Name, address, phone, professional email, LinkedIn URL (optional), portfolio link (optional).
<b>EDUCATION</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Name of university and location Example: University of Baltimore, Baltimore, Maryland
<input type="checkbox"/>	<input type="checkbox"/>	Official name of your degree, which can be abbreviated Examples: Master of Arts, M.A.; Bachelor of Arts, B.A.; or Bachelor of Science, B.S.
<input type="checkbox"/>	<input type="checkbox"/>	Includes major, minor and/or concentration spelled out Examples: Bachelor of Arts, Psychology, Minor in Business Management B.S., Major: Criminal Justice
<input type="checkbox"/>	<input type="checkbox"/>	Expected date of graduation with month and year Examples: Expected May 2018; expected December 2015
<input type="checkbox"/>	<input type="checkbox"/>	Study abroad experience (if applicable); includes name of institution/program and dates Example: IES, Granada, Spain Summer 2014 University of Portland Salzburg program, Salzburg Austria Fall 2014
<input type="checkbox"/>	<input type="checkbox"/>	GPA is listed to two decimal points and reflects cumulative GPA, unless noted (optional) Example: GPA: 3.75; Cumulative GPA: 3.60; Major GPA: 4.00
<b>EXPERIENCE</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Experience includes job title/role, organization name, location (city, state) and dates employed/involved Examples: Intern, Under Armour, Baltimore, MD Summer 2013 Volunteer American Red Cross, Portland, OR Spring 2014 - Present
<input type="checkbox"/>	<input type="checkbox"/>	Bullet points start with action verbs (not "responsible for" or "duties included"); includes specific examples to emphasize transferrable skills and knowledge, and describes key accomplishments and contributions Example: Initiated and facilitated weekly after-school group for 8 behaviorally challenged youth in grades 9-12
<input type="checkbox"/>	<input type="checkbox"/>	Verb tenses are consistent – present tense is used to describe current roles/positions and past tense is used to describe previous roles/positions
<input type="checkbox"/>	<input type="checkbox"/>	Salary history is omitted; can be included in a cover letter if requested
<input type="checkbox"/>	<input type="checkbox"/>	Personal information, such as gender identity, birth date, age, race, marital status, is NOT included
<input type="checkbox"/>	<input type="checkbox"/>	Personal pronouns, such as "I", "me", "my", "we", and "our" are NOT used

Self-Review	2nd Review	
<b>PUNCTUATION</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Use of punctuation is consistent - if you use periods at the end of your phrases, make sure they are at the end of all phrases; exclamation points are not used
<input type="checkbox"/>	<input type="checkbox"/>	Punctuation used to separate information is consistent
<input type="checkbox"/>	<input type="checkbox"/>	There are no commas between month and year or semester and year <i>Examples: November 2014; Summer 2014; Fall 2013</i>
<b>GRAMMAR</b>		
<input type="checkbox"/>	<input type="checkbox"/>	All verbs in each specific experience are in the same tense – current positions/roles should be in the present tense; past positions/roles are in the past tense
<input type="checkbox"/>	<input type="checkbox"/>	Date format can include month, semester or season, but be consistent throughout the resume; capitalize seasons when associated with a date <i>Examples: 11/2014; November 2014; Fall 2014</i>
<b>FORMAT</b>		
<input type="checkbox"/>	<input type="checkbox"/>	Number of spaces between categories or items is consistent
<input type="checkbox"/>	<input type="checkbox"/>	There is plenty of white space – your resume is not overcrowded; white space look balanced
<input type="checkbox"/>	<input type="checkbox"/>	Margins are appropriate (between 1 inch and ½ inch) and consistent
<input type="checkbox"/>	<input type="checkbox"/>	The font style and spacing is the same throughout the resume
<input type="checkbox"/>	<input type="checkbox"/>	Use bold, italics, capitalization to make important items stand out – be consistent
<input type="checkbox"/>	<input type="checkbox"/>	Headings stand out from the text, using bold, italics, capitalization, lines, etc.
<input type="checkbox"/>	<input type="checkbox"/>	Your name is larger than the rest of the text
<input type="checkbox"/>	<input type="checkbox"/>	Font size is between 10-12 point font
<input type="checkbox"/>	<input type="checkbox"/>	Resume is one page for entry level, 2 – 3 for mid-career, 3+ for management, 3 – 5+ Federal
<input type="checkbox"/>	<input type="checkbox"/>	There are no photos included; Graphics and color are optional for creative industries
<b>ADDITIONAL SECTIONS</b>		
<input type="checkbox"/>	<input type="checkbox"/>	<b>Profile/Summary</b> (optional): 3-5 sentences fragments: clear statement that targets a specific position, role, job function, organization or industry; focused on what you can offer to the reader
<input type="checkbox"/>	<input type="checkbox"/>	<b>Award/Honors:</b> Includes the official name for each honor or award and official name of organization or group
<input type="checkbox"/>	<input type="checkbox"/>	<b>Activities/Community Service/Volunteer Experience/Additional Experience:</b> Includes official name of each organization, city and state, position or leadership role held, dates of involvement; does not use acronyms unless defined within the resume
<input type="checkbox"/>	<input type="checkbox"/>	<b>Skills/Qualifications:</b> languages, publications, research projects, computer program (list software/languages), tools/equipment, military service
<input type="checkbox"/>	<input type="checkbox"/>	<b>Academic Experience/Related Coursework/Related Projects:</b> Includes title of the course and/or project and the semester completed; does not include course #, identifies independent vs. group, role within the group, applicable skills/knowledge, and any specific technical skills



# CONTACT THE CAREER AND INTERNSHIP CENTER

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You have been assigned to a career coach based on your academic major:

## **PUBLIC AFFAIRS**

Leah Dahlheimer, M.Ed.  
Career Specialist  
410.837.5458  
ldahlheimer@ubalt.edu

## **Academic Departments:**

- Criminal Justice
- Health and Human Services
- Public and International Affairs

## **ARTS AND SCIENCES**

Sarah Holliday, M.S.  
Assistant Director of Career Development  
Programming and Technology  
410.837.5476  
sholliday@ubalt.edu

## **Academic Departments:**

- Applied Behavioral Sciences
- Legal, Ethical and Historical Studies
  - Science, Information Arts and Technology
  - Communications Design

## **BUSINESS**

Jennifer Spencer Heilman, M.Ed., GCDF  
Career Specialist  
410.837.5441  
jspencerheilman@ubalt.edu

## **Academic Departments:**

- Accounting, Finance and Economics
- Information Systems and Decision Science
- Management and International Business
- Marketing and Entrepreneurship

**Location:** Student Center, Third Floor, Office 306

**General Contact:** 410-837-5440 or [careercenter@ubalt.edu](mailto:careercenter@ubalt.edu)

**Website:** [www.ubalt.edu/careercenter](http://www.ubalt.edu/careercenter)

You may schedule an appointment with your Career Coach by logging into UBworks (found on the right side of the MyUB portal).

## **ADDITIONAL RESUME RESOURCES**

### **UBworks Resume Builder**

Login to UBworks and go to: Documents> Resume Builder. Choose from a variety of templates and customize the template you prefer!

### **Sample Resumes**

To view sample resumes by major go to the Career and Internship Center website and go to Career Services Online> How-To Guides> Polish Your Resume: [www.ubalt.edu/careercenter](http://www.ubalt.edu/careercenter).