

Résumé Writing Guide

CAREER PLANNING SERIES

STRIVE Career Center

University Center, 1st floor across from Barnes & Noble Bookstore

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What is a Résumé?

- A sample of your written communication skills
- A summary of your education, experience, skills, and qualifications
- A way to generate **interviews**

A résumé is a form of written communication that highlights your education, experience, and qualifications to perform a certain job for a particular employer. **Since no two jobs are exactly alike, résumés and cover letters should be tailored to that particular employer and position.** The sole purpose of a résumé is to help you obtain an interview. By highlighting your relevant experiences and unique qualifications for a job, you increase your chances of getting that interview. Using key terms or phrases common in your targeted field will help you get noticed, as will highlighting information that is most relevant to your career objective.

Keep your purpose in mind. Your résumé is a sales tool that introduces you to the employer in your absence. The pieces of paper you submit to the employer create the first impression on the employer so this is your opportunity to shine. Make sure you use high quality stationery when submitting a resume in person for example in a career fair or when conducting a walk in to a company. You can use a 100% cotton bond with a watermark or a laser printer. Make sure you use perfect grammar and punctuation. Allow a career advisor to critique your résumé for layout tips, misspelled words, and grammatical errors.

Components of a Résumé

Each component on your résumé should support your career objective. These components are explained in further detail later in this guide and examples are provided. One way to begin your résumé is to list everything you have ever done from your first day of college. Then, eliminate the items that are not as relevant to your career objective. You will find that you have more relevant experience than you think.

Note: If you are a freshman or sophomore you can still include High School experiences, towards the end of your sophomore year exclude all High School information.

Note: *The top third of your résumé has the most attraction power. Therefore, position your strong areas at the top.*

Virtually all résumés include the following sections:

- Contact information
- Career objective
- Skills/Qualifications
- Education
- Experience

Other components may be included as needed to support your objective. Examples of other sections include: honors, activities, relevant coursework/projects, service, or leadership roles.

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CONTACT INFORMATION:

At the top of the résumé identify yourself by name, address, telephone number, and e-mail address (**be sure your E-mail address is appropriate. (For example “mrattler@mail.stmarytx.edu” vs. “crazyrattler@hotmail.com”)**). If you will be moving from your current address (i.e. after graduation) include a permanent address and telephone number as well as dates when you can be reached at this location. You do not want to list only your campus address just in case an employer tries to contact you over the summer via mail.

Sample Contact Information:

Mary Rattler

Current Address:
Charles Francis #123
San Antonio, Texas 78228
210-555-1234
mrattler@mail.stmarytx.edu

Permanent Address:
1010 Charles Street
San Antonio, Texas 78213
210-555-6789
(After August 10, 2018)

Another Example:

Mary Rattler

Charles Francis #123 San Antonio, TX 78228 210-555-1234 mrattler@mail.stmarytx.edu

OBJECTIVE:

A career objective should tell an employer the purpose of your resume. Employers typically consider the objective a necessary resume component approximately 50% of the time. A rule of thumb many job seekers use is if you send a detailed cover letter stating the position or type of position you are seeking, it is redundant to include an objective as the cover letter serves to showcase your objective. If you do not have a clear objective in mind or cannot make it specific, do not include one.

If you choose to include an objective, the statement should include:

- Realistic, concise, and focused but non-restrictive language.
- You may wish to include things like the industry, type of work you prefer, or skills you can offer the company. You do not need to state a job title exactly, though this can be included as well.
- Avoid clichés like “opportunity for advancement”, “challenging position”, and “progressive company”.
- Do not include statements of self-gratification like, “so that I might learn...”

Sample Objectives:

- To obtain a mechanical engineering technology position within the automotive industry.
- Entry-level Programmer or Analyst position requiring computer and business background.
- Position as Staff Nurse with a private health care facility where proven medical and patient relation skills are required.
- Third grade teacher with a public elementary school.
- To obtain an internship within a public relations or event planning firm.
- To attain the Presidential Award Scholarship.

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SKILLS:

This section can be included just beneath your objective of your resume. Select and organize key skills you have that will support your job objective. For example, a student applying for a programming position may include skills related to computer programming; an accounting student should showcase their understanding of Accounting principles and software. Typical skills listing include basic skills of the computer and language. Dependent upon your objective and experience, you may list more.

Remember: This is the most important part of your resume; it lets the employer know what you already know and are able to do. This is your Sales Pitch!

Sample Skills Section:

SKILLS

- Computer: State level (proficient, intermediate, etc.) of experience in Microsoft Office (Word, PowerPoint, Excel, familiarity with Access); intermediate skills in Adobe Photoshop
- Languages: Ability level in English, Spanish, and French (Written and Verbal)
- Proven ability to work in group and individual settings utilizing interpersonal communication skills
- 2+ years' experience in medical field, with working knowledge of medical terminology and diagnoses

EDUCATION:

It is important to include the following:

- Institutions of higher education attended where degrees or certificates were received
- Degree(s) earned, including major(s) and minor(s) if applicable and/or concentrations
- Date the degree(s) was/were awarded
- Grade Point Average, if above 3.0 on a 4.0 scale
- Major GPA can be included if it is better than your cumulative- just be certain to label it as MAJOR GPA so as not to deceive the employer
- **Academic honors, scholarships and relevant courses/projects may be listed here or under separate headings.**

Note: It is not necessary to list your high school education unless you are a freshman or sophomore with little experience in the college setting and most of your previous activities come from high school.

Sample Education Section (list in Reverse Chronological Order):

EDUCATION

Bachelor of Science in Electrical Engineering

Expected Graduation: December 2018

St. Mary's University, San Antonio, TX

- **Major GPA 3.75; Cumulative GPA 3.28**

Sample:

Education

Bachelor of Arts in English Communication Arts

Expected: May 2019

St. Mary's University, San Antonio, TX

- **Major GPA 3.4**

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Associate of Liberal Arts
San Antonio College, San Antonio, TX

May 2017

Sample:

Education:

St. Mary's University, San Antonio, TX

Master of Business Administration—Marketing, May 2020

Bachelor of Business Administration—Marketing, May 2018

EXPERIENCE:

Prospective employers read this section with the thought “How does this person’s experiences and abilities relate to the position and my organization’s needs?” Therefore, you must use this section to highlight these areas for the employers. Employers seek information on the context of your work, not just the content. Utilize action verbs and quantify your value to showcase your role in attaining results and accomplishments.

Experience includes internships, co-op positions, clinical rotations, volunteer work, class projects, job shadowing, and student teaching. It includes both paid and unpaid experience. The following information should be included:

- Position Title
- Dates of employment (month and year suffice; exact dates are not needed)
- Company/Organization Name
- Name, City, and State location of the organization (exact street address and zip code is unnecessary)
- Responsibilities, tasks, achievements, significant contributions, and demonstrated abilities.

These items can be listed in any order, though employers typically seek reverse chronological order. Be consistent with your format throughout your résumé.

Sample Experience Section:

Counselor

September 2017 – December 2017

Madison Center Park Recreation, Somers Point, NJ

- Supervised day trips of 10-15 students, ensuring a safe and fun environment
- Taught, coached, and led groups of students ages 12-15 in various activities, such as English lessons, arts and crafts, and other group building tasks
- Interacted with parents and senior staff members to resolve any issues and answer questions as needed

ADDITIONAL HEADINGS:

Additional headings should be used if they offer supporting evidence of your qualifications for the job. Choose headings that are descriptive of the material that they lead. Examples include: Honors, Professional Associations, Publications, Research, Leadership Experience, or any other heading that may support your career objective statement.

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Writing Effective Experience Phrases

The most effective resumes are those that show *results* or *accomplishments* reflected in the skill phrases you use to describe your experiences. Consider the following questions to help you qualify and quantify (when possible) your experiences:

- What was the purpose of the goal or activity?
- What happened as a result of your work?

Different Versions of Experience Statements

Good

- Managed office
- Taught Chemistry to students
- Managed farm

Better

- Managed office operations and staff of twelve
- Taught the gas laws to a group of high school students
- Managed 50 head of dairy cattle on farm

Best

- Managed sales office operations and staff of 12 members to record setting productivity
- Utilized cooperative learning in teaching the gas laws to 25 high school students
- Managed 50 head of dairy cattle and utilized ration balancing which enhanced milk production by 37%

Experience Phrases with Results

Meeting or Surpassing Goals/Standards

- Exceeded sales department's yearly goals by 150% over a nine-month period.
- Learned all aspects associated with sales office, including functions of cashier, wire operator, order desk and research library assistant.
- Designed computer software to replicate the four-valve chambers of the human heart as an intern.
- Co-wrote and edited a training manual for the Carbonate Rock Society. Three years later, the manual is still in use.

Promotion or Increased Responsibility

- Created new position of Public Relations Director to fill corporate need.
- Promoted to Staff Trainer after working as a waitress for three summers.

Increasing Efficiency, Cutting Time Spent On Tasks

- Organized computer system to log approximately 200 grant proposals per month, resulting in a 20% reduction in the time spent on this task.
- Restructured sanding department work priorities, which resulted in a 4-fold increase in efficiency during a summer job.

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Initiating Change/New Idea That Was Utilized

- Designed and implemented magnet setting in new classroom, which has now been adopted by the entire school.
- Organized recreational, social and education programs for housing project. Increased program from 2 to 24 classes.

Formula: Action + Project + Result = APR Method

Just as you follow a specific recipe in order to create a perfect meal, the APR method can be used as a framework to create catchy bullet points that not only correspond to the job description and are delightful for ATS, but delightful for humans to read as well. This is also commonly referred to as the “PAR,” method.

Step 1: Action Verb

Check out this example of the work experience on a résumé:

WORK EXPERIENCE

Counselor

September 2017 – Present

Madison Center Park Recreation, Somers Point, NJ

- Taught, coached, and led groups of elementary students in various activities
- Planned and implemented curriculum for the “Learn While You Laugh” program
- Supervised day trips of 10-15 students, ensuring a safe and educational environment

Now look at just the first word.

WORK EXPERIENCE

Counselor

September 2017 – Present

Madison Center Park Recreation, Somers Point, NJ

- **Taught**, coached, and led groups of elementary students in various activities
- **Planned** and implemented curriculum for the “Learn While You Laugh” program
- **Supervised** day trips of 10-15 students, ensuring a safe and educational environment

The first word is an **action verb**, which inform us of the specific action verbs/tasks that this person did.

A is the **action verb** of the **APR** Method

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Step 2: Project

But as you can see below, simply having the first word is not enough information!

WORK EXPERIENCE

Counselor

September 2017 – Present

Madison Center Park Recreation, Somers Point, NJ

- Taught **what?**
- Planned **what?**
- Supervised **who?**

We need to know the **project** that you used that action verb on!

WORK EXPERIENCE

Counselor

September 2017 – Present

Madison Center Park Recreation, Somers Point, NJ

- Taught, coached, and led **groups of elementary students** in various activities
- Planned and implemented **curriculum** for the “Learn While You Laugh” program
- Supervised **day trips of 10-15 students**, ensuring a safe and educational environment

P is the **Project** of the **APR** Method

Step 3: Result

Having a strong **action verb** and the **project** is good, but we’re missing one more piece of information...

Check out the middle bullet point below.

COMMUNITY SERVICE

Volunteer

August 2018 - December 2019

Meals on Wheels, San Antonio, TX

- Volunteered 10+ hours a week to deliver food to the elderly and disable that would otherwise have to feed themselves
- Coordinated most efficient route through san Antonio to save time and gas cost by 20%
- Work with a team of 25 students to feed 70+ seniors weekly and offer companionship during their meal

What is the action verb and the project in the bullet point? (Answer below)

COMMUNITY SERVICE

Volunteer

August 2018 - December 2019

Meals on Wheels, San Antonio, TX

- Volunteered 10+ hours a week to deliver food to the elderly and disable that would otherwise have to feed themselves
- **Coordinated most efficient route through San Antonio** to save time and gas cost by 20%
- Work with a team of 25 students to feed 70+ seniors weekly and offer companionship during their meal

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Not only do organizations want to know that you can ‘perform tasks’ – that’s what the [action](#) and the [project](#) tell you – they want to understand [why](#) you are doing those things, and the impact of your work, i.e., the [result](#)!

COMMUNITY SERVICE

Volunteer

August 2018 - December 2019

Meals on Wheels, San Antonio, TX

- Volunteered 10+ hours a week to deliver food to the elderly and disable that would otherwise have to feed themselves
- [Coordinated most efficient route through San Antonio](#) to save time and gas cost by 20%
- Work with a team of 25 students to feed 70+ seniors weekly and offer companionship during their meal

R is the **Result** of the **APR** Method

Note: You can also provide detail about how you completed a project, in lieu of a typical numerical result. By emphasizing your use of a particular program (as exemplified above) or skillset (i.e., utilizing clear communication skills), you still communicate your value.

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Verb Tense

When describing your job activities, use action verbs to begin each phrase. Avoid complete sentences and personal pronouns (I, me, mine, etc.). If you are currently working, use present tense verbs. **When describing previous jobs, use past tense verbs. DO NOT USE -ING endings on your verbs.** See below for a listing of some “action” verbs.

Effective “Action” Words

<u>Communication/</u>	Judged	Condensed	Balanced	Demonstrated
<u>People Skills</u>	Lectured	Created	Budgeted	Diagnosed
Addressed	Listened	Customized	Calculated	Educated
Advertised	Marketed	Designed	Computed	Encouraged
Arbitrated	Mediated	Developed	Conserved	Ensured
Arranged	Moderated	Directed	Corrected	Expedited
Articulated	Negotiated	Displayed	Determined	Facilitated
Authored	Observed	Drew	Developed	Familiarized
Clarified	Outlined	Entertained	Estimated	Furthered
Collaborated	Participated	Established	Forecasted	Guided
Communicated	Persuaded	Fashioned	Managed	Helped
Composed	Presented	Formulated	Marketed	Insured
Condensed	Promoted	Founded	Measured	Intervened
Conferred	Proposed	Illustrated	Netted	Motivated
Consulted	Publicized	Initiated	Planned	Prevented
Contacted	Reconciled	Instituted	Prepared	Provided
Conveyed	Recruited	Integrated	Programmed	Referred
Convinced	Referred	Introduced	Projected	Rehabilitated
Corresponded	Reinforced	Invented	Qualified	Represented
Debated	Reported	Modeled	Reconciled	Resolved
Defined	Resolved	Modified	Reduced	Simplified
Developed	Responded	Originated	Researched	Supplied
Directed	Solicited	Performed	Retrieved	Supported
Discussed	Specified	Photographed		Volunteered
Drafted	Spoke	Planned	<u>Helping</u>	
Edited	Suggested	Revised	<u>Skills</u>	
Elicited	Summarized	Revitalized	Adapted	
Enlisted	Synthesized	Shaped	Advocated	
Explained	Translated	Solved	Aided	
Expressed	Wrote		Answered	
Formulated		<u>Data/</u>	Arranged	
Furnished	<u>Creative</u>	<u>Financial Skills</u>	Assessed	
Incorporated	<u>Skills</u>	Administered	Assisted	
Influenced	Acted	Adjusted	Clarified	
Interacted	Adapted	Allocated	Coached	
Interpreted	Began	Analyzed	Collaborated	
Interviewed	Combined	Appraised	Contributed	
Involved	Composed	Assessed	Cooperated	
Joined	Conceptualized	Audited	Counseled	

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Effective “Action” Words *(Continued)*

<u>Management/Leadership</u>	Oversaw	Processed	Reviewed	Built
Administered	Planned	Provided	Searched	Calculated
Analyzed	Presided	Purchased	Solved	Computed
Appointed	Prioritized	Recorded	Summarized	Conserved
Approved	Produced	Registered	Surveyed	Constructed
Assigned	Recommended	Reserved	Systematized	Converted
Attained	Reorganized	Responded	Tested	Debugged
Authorized	Replaced	Reviewed		Designed
Chaired	Restored	Routed	<u>Teaching</u>	Determined
Considered	Reviewed	Scheduled	<u>Skills</u>	Developed
Consolidated	Scheduled	Screened	Adapted	Engineered
Contracted	Secured	Submitted	Advised	Fabricated
Controlled	Selected	Supplied	Clarified	Fortified
Converted	Streamlined	Standardized	Coached	Installed
Coordinated	Strengthened	Systematized	Communicated	Maintained
Decided	Supervised	Updated	Conducted	Operated
Delegated	Terminated	Validated	Coordinated	Overhauled
Developed		Verified	Critiqued	Printed
Directed	<u>Organizational</u>		Developed	Programmed
Eliminated	<u>Skills</u>	<u>Research</u>	Enabled	Rectified
Emphasized	Approved	<u>Skills</u>	Encouraged	Regulated
Enforced	Arranged	Analyzed	Evaluated	Remodeled
Enhanced	Catalogued	Clarified	Explained	Repaired
Established	Categorized	Collected	Facilitated	Replaced
Executed	Charted	Compared	Focused	Restored
Generated	Classified	Conducted	Guided	Solved
Handled	Coded	Critiqued	Individualized	Specialized
Headed	Collected	Detected	Informed	Standardized
Hired	Compiled	Determined	Instilled	Studied
Hosted	Corrected	Diagnosed	Instructed	Upgraded
Improved	Corresponded	Evaluated	Motivated	Utilized
Incorporated	Distributed	Examined	Persuaded	
Increased	Executed	Experimented	Simulated	
Initiated	Filed	Explored	Stimulated	
Inspected	Generated	Extracted	Taught	
Instituted	Incorporated	Formulated	Tested	
Led	Inspected	Gathered	Trained	
Managed	Logged	Inspected	Transmitted	
Merged	Maintained	Interviewed	Tutored	
Motivated	Monitored	Invented		
Navigated	Obtained	Investigated	<u>Technical</u>	
Organized	Operated	Located	<u>Skills</u>	
Originated	Ordered	Measured	Adapted	
Overhauled	Organized	Organized	Applied	
	Prepared	Researched	Assembled	

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Transferable Skills

Skills that bring value in career contexts are not limited to being useful within a single kind of work, occupation, or vocational setting. For example, the ability to write effectively and in clear language is valued highly in private industry, government agencies, educational institutions, and nonprofit organizations. In fact, most of the skills that are important in any responsible job have similar virtue: they can be applied in a wide variety of work contexts to a wide variety of tasks. They are *transferable*. Include your transferable skills throughout your résumé when describing your work experience, your involvement in groups and activities, and your skills.

See the following examples below:

Dealing with the public	Coming up with ideas
Cooperation	Budgeting
Teamwork	Computations
Initiative or self-direction	Constructing or assembling
Leadership	Mechanical or precision work
Supervision	Detail work
Persuading others	Technical knowledge
Promoting or selling	Writing
Resourcefulness	Solving Problems
Adaptability	Analyzing situations
Teaching or coaching	Identify problems and needs
Risk-taking	Meeting deadlines
Accept and learn from criticism	Time management
Perseverance	Creativity
Public speaking	Design or artistic ability
Imagination or visualization	Perceptiveness
Set realistic goals	Organization or planning
Set priorities	Research or investigation
Negotiation or bargaining	Recognizing organizational structures
Nurturing	

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PROFESSIONAL V. PERSONAL REFERENCES

Professional References

Professional references are people who have worked with you or have supervised your work and can vouch for your ability to do the job. They can also attest to your work ethic, dependability, punctuality, honesty and other virtues employers seek. These references are most often asked for on job applications. Make sure to provide the person's full name, complete title, company name, address, telephone number and company email, if available.

Personal References

Personal references can attest to the quality of your overall character. Examples of personal references include pastors or other religious leaders, a contact person at a charity at which you volunteer, a longtime landlord or a professor whose class you have taken. Personal references are more important when you are looking for your first job or seeking a position of trust. Choose people respected in the community. As mentioned previously, provide your reference's full name, complete title, company name, address, telephone number and company email, if available.

Before you list someone as a reference, check with the recommender and ask their permission to list their contact information. In addition, always provide your references with your current résumé, so they are familiar with all of your achievements and experience. You will need **3-6 professional references**. Ask professors, advisors, and supervisors, **NOT** Aunt Vicki or your next door neighbor. Your references should be able to describe your high potential, your achievements, and your performance while you were in class or at work. Therefore, to insure your references are up to date on your current accomplishments and involvements send them an updated resume.

Hint: Having your list of references available when an employer asks for it will show that you are motivated, well organized, and very interested in the position.

Mary Rattler

Current Address:

Charles Francis #123
San Antonio, Texas 78228
210-555-1234
mrattler@stmarytx.edu

Permanent Address:

1010 Charles Street
San Antonio, Texas 78213
210-555-6789
(After August 10, 2018)

Rebecca Rutledge

Senior Associate Director
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Chronological and Functional Résumés

Chronological Format:

The chronological format presents information in a fast and easy-to-read manner and is also the easiest to write. Jobs are listed in reverse chronological order, starting with the most recent or present (which generally receives the greatest emphasis) and working back through the years. Job title, employment dates, and name of the organization precede a description of the job tasks and accomplishments.

Example:

Advertising Intern

May 2016 – August 2017

D and D Advertising, Los Angeles, CA

- Designed advertising campaign for 2016 Concert Series, including newspaper promotions, mass mailings, posters, billboards, and radio spots
- Supervised team of 8 interns to create the concert series promotion strategy
- Awarded second place in Los Angeles' Best Advertising Campaigns

Functional Format:

The functional resume allows more flexibility than the chronological. Job skills are featured by grouping similar skill phrases together regardless of where or when the experience was gained. This format ignores historical sequence as elements of training and experience from several sources are grouped to show their applicability to your career goal.

Example:

ADVERTISING

- Developed \$200,000 campaign for the 2016 Los Angeles Concert Series
- Created mass mailings, billboards, radio and television spots, newspaper promotions, and posters
- Familiar with Mac Publisher, QuarkXPress, and PageMaker
- Awarded second place in Los Angeles's Best Advertising Campaign

LEADERSHIP

- President of St. Mary's University's Advertising Association
- Supervised team of 8 interns on the Los Angeles Concert Series promotion

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*Sample Chronological Resume (BASIC):***Mary Rattler**

St. Mary's University
 Charles Francis Room 012
 San Antonio, Texas 78228
 (210) 436-3102
mrattler@stmarytx.edu

Permanent Address:
 123 Rattler Street
 Corpus Christi, Texas 75103
 (210) 286-2299
 After May 12, 2018

OBJECTIVE

To obtain an entry-level position in counseling field with direct client contact

SKILLS

Computer: Windows XP, Microsoft Office—Word, Excel, PowerPoint, Access; Photoshop
 Language: Bilingual English and Spanish (written and verbal)

EDUCATION

Bachelors of Arts in Psychology,	December 2018
<i>St. Mary's University, San Antonio, TX</i>	
• Overall GPA: 3.4	
Study Abroad Program	September – December 2017
<i>Oxford University, London, UK</i>	
• Semester GPA: 3.8	

EXPERIENCE

Direct Trainer, Intern	May 2016-Present
<i>ABC Development Center, San Antonio, TX</i>	
• Responsible for monitoring progress of patients	
• Construct day-by-day lesson plans with educational curriculum consisting of Reading, Writing, Math and Arts	
• Submit written analysis of program with positive/negative feedback	
Office Assistant	August 2015-April 2016
<i>Service Learning Center, San Antonio, TX</i>	
• Assisted students in locating community service activities	
• Publicized events sponsored by the center promoting community involvement	
• Planned and supervised summer immersion trip to New Orleans, Louisiana	
Sales Associate	May 2015-August 2015
<i>Sally's Clothing Store, San Antonio, TX</i>	
• Assisted clients while demonstrating excellent customer service skills	
• Tabulated cash, checks, and credit card charges	
• Met target sales goal consistently	

LEADERSHIP

Psychology Club	September 2017 – Present
• Participate in fundraising and community service events	
Sigma Alpha Chi Sorority	January 2016 – Present
• Publicity Chair: Publicize sorority events throughout campus	
• Organize campus wide events including fundraiser for South American flood victims	

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*Sample Functional Resume (BASIC):***Mary Rattler**

123 Rattler Street
 San Antonio, Texas 78213
 (210) 286-2299 mrattler@stmarytx.edu

Education

Bachelor of Arts – Psychology—St. Mary’s University, San Antonio, TX—December 2020

Achievements*Customer Service*

- Assisted students in finding appropriate community service activities
- Tabulated cash, checks, and credit card charges while maintaining excellent customer services
- Maintained a friendly atmosphere at Sally’s Clothing Store

Progress Analysis

- Construct day-by-day lesson plans with educational curriculum consisting of Reading, Writing, Math and Arts
- Submit written analysis of program with positive/negative feedback

Patient Supervision

- Responsible for monitoring progress of patients
- Construct day-by-day lesson plans with educational curriculum consisting of Reading, Writing, Math and Arts

Leadership

- Publicized programs sponsored by Service Learning Center promoting community involvement
- Planned and supervised summer immersion trip to New Orleans, Louisiana
- Able to meet target sales goals consistently
- Supervised crew in charge of material handling while building houses for needy families

Employment

Direct Trainer - ABC Development Center – May 2016 – Present
 Office Assistant – Service Learning Center – August 2015 – April 2016
 Sales Associate – Sally’s Clothing Store – May 2015 – August 2015

Activities

Psychology Club, September 2015 – Present
 Sigma Alpha Chi Sorority, January 2016 – Present

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Application Tracking System

NOTE: Nearly 75% of resumes will never be seen by employers.

An Applicant Tracking System (ATS) is a **software program** that companies use to streamline their hiring process and quickly screen applicants. As paper applications become obsolete and **online application processes become the norm**, an ATS can be used to *scan* through application materials (resume, CV, cover letters, writing samples, essays, etc.) for **relevant keywords based on items needed in the job description**. These systems use **algorithms to detect keywords** in incoming application materials, and then provide a **sorted rank of top applicants, based on keywords from the job description**.

Common ATS or Customer Relationship Management (CRM) systems include Smart Recruiters, Greenhouse, SAP Success Factors, Kronos Workforce Ready, and the Oracle HCM Cloud.

NOTE: Even if you have an outstanding resume, if it does not match the keywords on the job description your resume may not be seen. Once it passes the ATS screen, only then will human eyes finally see your outstanding resume.

Steps to a successful transfer from ATS to a Human Employer

1. Ensure resume formatting and design is ATS-friendly

- Remove images, graphics, tables, text boxes, fields, and ensure you utilize single column formats. Some ATS can read more complex formatting, but it is best to play it safe by avoiding these types of document formatting designs.
- Use a basic font like Arial, Tahoma, Georgia, Trebuchet, Times New Roman and Verdana. Stick to a font size no smaller than 10 point, and use black color. Avoiding additional borders, shading, or underlining, as this can make it difficult for ATS to read.
- Include contact information in the body of the resume, not within a separate header or footer.
- Save resume in a basic format such as a .doc or .txt file. Avoid using PDF files.
- Try to avoid sending OneDrive documents since that can only be accessed through OneDrive versus sending it as a Word document that can be downloaded easily.

2. Identify Keywords

- In addition to carefully and manually reading through a job description, there are various resources to help you best identify what keywords to use.
 - i. EXAMPLES
- Use a Word Cloud Service -- A Word Cloud service, such as TagCrowd will help identify key words, by creating a visualization where word size and boldness indicates frequency: TagCrowd.com
 - i. FOLLOW THESE STEPS
 1. Select the job description you want to use to create a word cloud.
 2. Copy the text from the job description.
 3. Paste it into the space on the website, and click visualize! (Follow other directions as necessary).

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- Use O*Net Online – If you come across a vague job description that lacks detail about specific i. FOLLOW THESE STEPS
 1. Type in the job title in the “Occupation Quick Search”
 2. Look through tabs such as **knowledge, skills, abilities**, and tasks that indicate what is relevant to the job.
 3. Sprinkle the relevant industry words into your resume and application.

3. Customize your content

- Mimic the content within the job description in your resume and cover letter as much as possible. For example, if you see the term “interpersonal skills” throughout the job description, make sure to use the exact phrase “interpersonal skills” in your resume and cover letter. If the job description mentions requiring Adobe Photoshop,” it would be a poor decision to instead only mention “image-editing software.”
- Include knowledge, skills, and abilities (KSAs) relevant to the job. (Refer to O*Net onetonline.org).
- Spell out words and use abbreviations/acronyms. For example, include “Certified Public Accountant,” and “CPA.”
- Stick to the commonly used headers, such as Skills, Work Experience, and Education.
- Keep a streamlined and consistent format for all items listed, i.e., position title, company name, city, state, and date, all in reverse chronological order.
- Since ATS is not a human, it will be unable to logically fill in the blanks on mishaps. It will also not be able to recognize misspelled words.

4. GET ADVICE

- Consider the fact that the ATS does not care if you are best for this job or if this company is best for you. Have a trusted advisor, mentor, supervisor, professor review your document AND the job description. See if this is a real match for your knowledge, skills, abilities, and your future. If so, gain their advice and insight about how to adjust

5. Answer questions on application completely

- The first few and last questions of an application can be used to quickly and easily filter applicants out. To avoid this, make sure you fully answer questions and provide all the detailed information that is being ask of you, including your current location and specific level of experience. ATS can be set to automatically discard applicants with blank responses.

What is a Curriculum Vita (CV)?

A curriculum vitae reflects, in the broadest sense, the essence, structure, and components of one's experiences as a graduate with credentials from institutions of higher education. It also includes experiences pursued after such study. There are some common experiences that students and professionals in a wide range of occupations share. The following categories are commonly used in the construction of a CV:

- Professional/Career/Vocational/Research Objective(s)
- Education
- Coursework
- Honors/Achievements/Awards/Kudos
- Thesis/Dissertation Abstract
- Research Interest(s)
- Research and/or Laboratory Experience
- Teaching Interests and Experience
- Instrumentation Experience
- Special Skills
- Publications/Presentations/Works-in-Progress
- Professional Associations
- Work Experience
- Community Service
- Extracurricular Activities
- Travel
- References/Recommendations

These categories are not finite and should be tailored to meet your needs. Adapt them to fit your experiences and use them as a basis for creating categories that more precisely fit your own situation.

The order in which these broad categories might appear on your CV should reflect the degree of importance you attribute to them. Arrange them so that the most important information appears at the beginning of your CV and the least important at the end. A typical CV's range in length from 1-5 pages, with expanded and detailed statements concerning the work accomplished and involvement in professional associations.

Most employers will not ask for a CV as a resume will suffice. Should an employer request a CV, stop by the Career Services Center for resources and review of your document.

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Sample:

MARY RATTLER

One Camino Santa Maria • San Antonio, TX 78228 • (210) 436-3102 • mrattler@stmarytx.edu

EDUCATION

Bachelor of Arts in History

Expected: May 2019

St. Mary's University, San Antonio, TX

- **Cumulative GPA: 3.3, Major GPA: 3.7**

RELATED COURSEWORK

- Organic Chemistry, Inorganic Chemistry, Biochemistry, Quantitative Analysis, Physics

AWARDS

List any relevant academic distinctions that you have received, and include name of department or institution that honored you with award. Less familiar awards should be briefly explained.

- Biology Student of the Year (St. Mary's University, Fall 2015)
- Amazing Person (St. Mary's Biology Department, Fall 2015); Award presented for maintaining 3.5+ GPA for 4 consecutive semesters.

RESEARCH EXPERIENCE

Position or Research Project Title, or Course Seminar

September 2013 – Present

School or Institution, city, ST

- Include a brief sentence to summarize overall course/project involvement.
- List out appropriate and relevant objectives of your project and results
- List affiliated lab and/or professor
- List out the specific tasks/actions you did in that position (in APR method – Action, Project, Result)

Research Assistant

January 2019 – March 2019

St. Mary's University Biology Department, San Antonio, TX

- Identification of antiangiogenic factors and RB-induced antiangiogenic factors in retinoblastoma cells.
- Evaluate chemical processes and equipment utilized for reactor system.
- Analyze heat transfer and pressure drops in packed reactor beds.
- Review calculations, charts and flow diagrams to analyze impact of heat loss from reactors on electronic components.

Assistant to Public Relations Director

September 2017 – December 2019

The Decorative Center, San Antonio, TX

Although this is not a project per se, it is experience working in relevant field of interest. Thus, it is included.

- Designed and created newsletter, conducted direct mail campaigns to promote trade publication. Hired and trained event support staff.
- Designed, developed, and published a directory for publication in Designer's West Magazine that significantly increased patronage within the Decorative Center

PRESENTATIONS

Gonzales, Lucy (2017, March). *First in My Family*. Poster session presented at the annual meeting of the Conference for Opportunity in Education. Dallas, TX.

- List all papers and talks you have given or will deliver
- Provide names/dates/locations of corresponding conferences or meetings
- Use documentation style consistent with your discipline (APA/MLA, etc.)

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PUBLICATIONS

Sanchez, J. (2018, February 5). Are organic vegetables really better for you? *The Rattler*, p. 6.

- Include citations of published articles, research reports, and book reviews.
- If applicable, you may also include public creative works such as poems, musical performances, or art exhibits.
- Only scholarly publications should be included in the CV.
- If you have confirmation that an item will soon be published, it is acceptable to list it as a publication and label it “forthcoming.”
- Use a citation format that is appropriate for your discipline (APA, MLA, etc.)

PROFESSIONAL AFFILIATIONS

- List out the scholarly and/or professional organizations in which you currently participate.
- If you have held a leadership position, be sure to highlight that in this section.

Student Member, **American Counseling Association**

Certified Tutor, **College Reading and Learning Association**

CAMPUS INVOLVEMENT

- Highlight your activities on campus that are discipline related. If you have held leadership positions, be sure to include them here.

American Marketing Association
President

January 2017 - Present

- Provide leadership and overall direction to 75-member group. Increased membership by 30% over a one-year period by offering increased professional development and leadership opportunities.

RESEARCH INTERESTS

- Describe future research plans and be prepared to discuss in detail anything you include in this section.

Romanticism in music • Twentieth century social dance • Music of Native American cultures Music of the Middle East • Ethnomusicological theory

WORK EXPERIENCE

Position

September 2017 - Present

Organization Name, City, State

- In the style of the résumé samples, include relevant work experience by listing in reverse chronological order.
- Adhere to APR method – Action, Project, Result.

SKILLS

Computer: State level (proficient, intermediate, etc.) of experience in Microsoft Office (Word, PowerPoint, Excel, familiarity with Access); Intermediate skills in Adobe Photoshop...

Languages: Ability level in English, Spanish, and French (written and verbal)

REFERENCES *Include references by providing all information (name, title, department, and organization (if applicable), telephone numbers, mailing addresses and email addresses.*

Rebecca Rutledge

Senior Associate Director

St. Mary's University - STRIVE Career Center

One Camino Santa Maria

San Antonio, Texas 78228

210-436-3102 ext. 5001

rrutledge@stmarytx.edu

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Cover Letters

A cover letter is an introduction to a prospective employer. In general, it outlines your interest in the position and organization, specifies the skills you have, and gives one or two relevant experiences or examples. It should be brief (no more than one page) but provide enough information to entice the recruiter to read your résumé and give you an interview. It should not just be a robotic repeat of your résumé! See example on next page.

Your Name

Your Street Address

City, State Zip Code

Today's Date

(2 Spaces)

Employer's Full Name

Employer's Title Department

Name of Company

Street Address of PO Box

City, State Zip Code

(2 Spaces)

Dear Mr./Ms. _____:

(2 Spaces)

How you heard about the job or why you are writing. Name the position for which you are applying or the type of work in which you are interested. Mention a contact's name if appropriate.

(2 Spaces)

Why you are qualified for this particular job and this type of work. Why you are interested in and qualified for this industry. Relate your relevant work experience and education to the criteria and qualifications. Emphasize your skills and abilities that relate to the job. Use one or two brief and strong examples. Mention personal transferable type skills.

(2 Spaces)

Include a paragraph on what you know about the company and a current project they may be working on, and how you can use your skills can help. This involves doing some background work on the company via the internet or information interviews, but this will show your interest in the position and company to the employer.

(2 Spaces)

Refer to your enclosed résumé. Mention your willingness to provide letters of reference, transcripts, etc. Indicate that you will contact him/her within a certain period of time or that you look forward to hearing from him/her.

(2 Spaces)

Sincerely,

(1 Space)

Type your name here

Don't forget to sign your name!

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Sample Cover Letter:

Mary Rattler

Charles Francis #123 San Antonio, Texas 78228
210-436-5555 (home) mrattler@stmarytx.edu

February 5, 2018

Lillian Lemmons
Director of Personnel
Rattler Marketing Company
One Treadaway Circle
San Antonio, Texas 78228

Dear Ms. Lemmons:

In response to the Management/Sales Trainee position you posted on August 25th on Rattler Connect, I would like to submit my resume for your consideration. I am confident my education and experiences have prepared me well for a position in a dynamic organization such as yours.

As you can see from the enclosed resume, I will be graduating in May from St. Mary's University with a degree in Marketing. My coursework for this major has helped me learn the basic principles, including sales, management and marketing. Moreover, my education has helped me sharpen the communication and teamwork skills necessary to be a manager with Rattler Marketing Company.

In addition, please note my experience in retail sales at Sally's Clothing Store. In this position, not only was I able to improve my sales technique and customer service skills, but I also learned how to work within a large retail environment. I have also spent much of time at St. Mary's working on campus as a student assistant in the Career Services Center. During this time, I learned the importance of building positive relationships with my co-workers as well as meeting the daily challenge of providing exceptional customer service to our diverse constituents. I know these experiences have given me the perfect foundation for a position with your organization.

I would appreciate the opportunity to speak with you regarding the Management/Sales Trainee position. I will call you late next week to discuss this possibility or you can reach me at 210-436-5555. Thank you for considering me for this position.

Sincerely,
(Remember to sign!)

Mary Rattler
Enclosure

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REMEMBER--Recruiters do not like standard, boring cover letters. They can pick out a generic or formula cover letter very quickly. This section will explain the general components of cover letters but you should adapt your cover letters as needed to show that you are a wonderful, qualified candidate. A cover letter should be included for any contact with the recruiter including e-mails.

Cover Letter Pointers

- Address the letter to a specific individual. If you are not sure to whom to address it, contact the company to find out the name of the hiring official, verify the spelling of his or her name, and the correct title. If a name is not available, address your letter to the position (i.e. Dear Personnel Director or Dear Manager).
- Use matching paper for resume, cover letter, and envelope.
- Customize your letter for each resume that is sent. Mass produced letters are easily detected and show a lack of sincere interest.
- The tone of the letter should always be positive and confident.
- Always remember to sign your letters with blue or black ink.
- Tailor the letter to the needs of the company and the position requirements.
- Avoid negativity, boasting, exaggeration, insincerity, and inconsistency.
- Take time to demonstrate enthusiasm and creativity.
- Keep it brief and to the point, leaving out irrelevant information. Focus on information related to your career goals.
- Use one inch margins on all sides.
- Make sure there are no errors in spelling, grammar, or punctuation.
- Keep a copy of all job search correspondence for your reference.

Other Important Correspondence

Letter of Inquiry:

This letter is useful when you are interested in a specific employer. It informs the employer of your interest in his/her organization and gives you an opportunity to ask for information about future or unadvertised positions.

Acceptance Letters:

Even though you have given verbal acceptance or rejection, professionalism states that you follow up with a letter. When accepting a position, express your enthusiasm, mention any necessary paperwork, physical exams, etc. that you are completing, and reiterate your start date and starting salary.

Withdrawal Letters:

If you wish to withdraw from consideration for a position, write the employer a note expressing that you appreciate their consideration but that you are no longer interested in the position. While this letter may seem silly or unnecessary, consider the possibility that a future opening more in line with your interests may become available. How would it look if they noticed that you did not return their phone calls and never followed up on a previous interview?

Thank You Notes:

A thank you note should be written to all people who interviewed you. Some job searchers have gone so far as to write notes to everyone they met, including secretaries. If you really want that job, you may want to consider this since many employers ask everyone who met the candidates for their opinions.

As a general format, thank the individual for their time, mention one or two things that you discussed or that interested you, and confirm your interest in the position. The thank you note is your last chance to make a good impression before the hiring decision is made. Many times, an employer will go with the candidate who wrote a thank you note.

Sample Thank You Note:

Mary Rattler

Charles Francis #123 San Antonio, Texas 78228
210-436-5555 (home) mrattler@stmarytx.edu

September 2, 2017

Lillian Lemmons
Director of Personnel
Rattler Marketing Company
One Treadaway Circle
San Antonio, Texas 78228

Dear Ms. Lemmons:

Thank you for taking time with me yesterday to discuss opportunities at Rattler Marketing Company. I enjoyed our discussion and the tour of your operations here in San Antonio. The Marketing Coordinator position with your organization sounds like a perfect match for my education and skills. I was very impressed with the company literature and annual report you shared with me. It is clear you have energetic staff who is dedicated to making your organization the fastest growing marketing company in the Southwest.

I was especially excited about the upcoming marketing project that you described. My marketing internship, along with my writing, public relations, and computer skills, match well with the tasks you described as necessary to get the project up and running. I would enjoy being a part of your team.

I understand that you will be getting back with me sometime within the next two weeks. If I can provide any additional information in the meantime, please do not hesitate to contact me at 210-436-5555. I look forward to the possibility of working with you.

Sincerely,

(Remember to sign!)

Mary Rattler

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Resume Outline Next Page

We have included the resume outline we use at STRIVE Career Services for you to review as well. Remember that there is not a singular magic résumé layout. You can choose to use the outline in this handout, or combine elements of a variety of other résumés to create a résumé that you feel best highlights your skills and experiences.

Remember--This is your resume and the most important thing is for you to create a product that you are comfortable with and that draws attention to your skills and experiences. Remember that the STRIVE Career office is here to assist you at any point in the résumé writing process. We recommend that you have a career advisor review your résumé to ensure that you are presenting yourself in the best light.

To set up a résumé review, contact the STRIVE Career Center at:

Phone: (210) 436-3102 Or E-mail: strivecareer@stmarytx.edu

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NAME GOES HERE

One Camino Santa Maria • San Antonio, TX 78228 • (210) 436-3102 • mrattler@stmarytx.edu

OBJECTIVE ← (OPTIONAL) if you already have a cover letter you are going to send, objective statement is unnecessary.

To obtain a ____ (type of) _____ position with(in) ____ (type of) _____ (company/organization) _____ to _____ (end goal)

SKILLS ← Provide a summary of the skills relevant to you landing this job/internship/research position and the skills required from employer that you already possess. (What about you as a person makes you suited for this position? Do you speak other languages? Computer programming skills relevant to the job? Do you have certain certifications (CPA, etc.)?)

- **Computer:** State level (proficient, intermediate, etc.) of experience in Microsoft Office (Word, PowerPoint, Excel, familiarity with Outlook); intermediate skills in Adobe Photoshop...
- **Languages:** Ability level in English, Spanish, Arabic, Mandarin (Written and Verbal)
Above, are 2 categories of **hard** skills (practical things you can “show”);
Below, provide examples of your **soft** skills (personality & attitude) and/or **industry** skills (statement summarizing relevant industry/field skills) you want to highlight. Refer back to the job description to know what is relevant!
- Proven ability to work in group and individual settings utilizing interpersonal communication skills
- 2+ years’ experience in medical field, with working knowledge of medical terminology and diagnoses

EDUCATION ← List in REVERSE chronological order: Start with education program you are CURRENTLY in, then work your way backwards.

Bachelor of Arts in _____

Expected: May 2021

St. Mary’s University, San Antonio, TX

- **Cumulative GPA: 3.0, Major GPA: 3.0**

Scholarship(s): Scholarship Name (Month Year) ← If you do not have scholarships, then get rid of the bullet point. Or, change to “Award(s)” or “Recognition(s)” if the label is more appropriate!

Relevant or Future Coursework: about 3 to 5 courses ← Fully list out course name, not abbreviation (e.g., Social Psychology, and not SOC. If including future coursework, include in separate section.

RELEVANT PROJECT? ← YES!!! Include major coursework projects.

Project/Course _____ **Dates from when you started to finished → Month Year – Month Year**

School/Organization Name, City, State, and if needed country

- Using APR format describe the tasks, duties, and responsibilities that emphasize what you did and accomplished in the project

WORK EXPERIENCE ← See note above on writing in REVERSE Chronological order (Start with what position you are CURRENTLY in, then work your way backwards).

Position _____ **Dates from when you started to finished → Month Year – Month Year**

Employer/Company Name, City, State, and if needed country

- Daily task and operation you performed during business hours
- Types of customer/professional interactions that your position was responsible for conducting
- Responsibilities and type of work environment, emphasize accomplishments with numbers and \$ or % outcomes

LEADERSHIP EXPERIENCE ← See note above on writing experience sections in REVERSE Chronological order.

Position/Title _____ **Dates from when you started to finished → Month Year – Month Year**

School/Organization Name, City, State, and country if needed

- Developed a comprehensive marketing campaign through print and social media that increased attendance at events by 27% for educational, 33% for social, and 57% for philanthropic programs.
- Effectively managed annual budget of \$54,000 and the contracts of keynote speakers.
- Received highly competitive campus leadership award for recognized work ethic, innovation, and contribution.

COMMUNITY SERVICE ← use this format if you want to highlight lots of organizations you are a member of, without detailed APR bullet points.

Position, Organization, location (city, state, country if needed)

Volunteer, Meals on Wheels, San Antonio, TX

November 2016 – Present

August 2016 – September 2016

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